

SpeechCare Publishing LLC

Privacy Policy Statement and Security

SpeechCare Publishing LLC shares your concerns about privacy. We recognize that many visitors and users of this Website are concerned about the information that is provided to us, and how we treat that information. This Privacy Policy Statement, which may be updated from time to time, has been created to address those concerns.

This **Privacy Policy Statement** relates solely to the online information collection and use practices of our Website located at www.bocaratonspeech.com. We use the information we collect about you to process orders and to provide a positive purchase experience. Your use of this Website signifies to us that you have read and accept our privacy policies, as outlined in this Privacy Policy Statement. If you have any questions please contact us at info@bocaratonspeech.com.

What Information Do We Collect?

When you make a purchase, we need your name, e-mail, billing address, shipping address, phone number, credit card number and expiration date. Other information may be requested on an as need basis. This information allows us to fill your order and/or to contact you if necessary. Orders can be placed into different status modes and you will be emailed about them.

How Do We Use Your Information We Collect?

We use your personal information to provide you with the information you have requested, and/or to contact you about our programs, products, or services.

We may from time to time employ other companies/individuals/professionals to perform functions on our behalf. Our employees, agents and contractors who have access to personal information are required to protect the information in same manner that is consistent with our Privacy Policy Statement.

We may supply your personal information when legally required, in order to cooperate with legal proceedings, police investigations, or protect against misuse or unauthorized use of our Website, to limit our legal liability and protect our rights, or to protect the rights and safety of visitors to this Website or the public. In only these instances will this information be provided. Your confidential information will not be shared with anyone.

How Do We Protect The Information?

We take reasonable steps to uphold the security of your information that is collected. However, no data transmission over the Internet can be guaranteed to be completely secure. Therefore, we cannot make certain or warrant the security of any information that you transmit to us, so you do so at your own risk.

Credit card payments are handled through PayPal. Visit the privacy policies page at www.paypal.com for information concerning their privacy policies. Another option for credit card payments is to contact us by phone at (561) 361-6631 and provide us with the necessary billing information. You will be contacted via e-mail if your charge could not be processed.

Consent to Transfer

This Website is managed in the United States. If you are located outside of the United States, please be aware that any information you provide to us will be transferred to the United States. By using our Website, participating in any of our services and/or providing us with your information, you consent to this transfer.

Store Policies and Shipping Rates

Policies, item availability, and prices are subject to change without notice. The price in effect when we receive your order will be the price that you are charged. If you have any questions concerning these policies you may contact us at info@bocaratonsspeech.com.

We are not responsible for any typographical errors in this online catalog. Please note that if the terms and conditions stated on your order form differ from those stated on our invoice, and you do not notify us within 10 days, it will signify your acceptance of the terms and conditions stated in our invoice.

Payment Options

We accept Visa, MasterCard, Discover and American Express. We also accept money orders, cashiers checks and personal checks. If paying by personal check, please be aware, that we must wait for the check to clear before shipping the merchandise. Send money orders, cashiers check or personal checks to:

SpeechCare Publishing LLC
7708 Travelers Tree Drive
Boca Raton, FL 33433

Sales Tax and Handling Fee

For Florida residence a 7.5% sales tax will apply. A handling fee of \$4.00 will apply.

International Orders

If you are placing an order from outside the continental United States, please read our Shipping Policies before placing your order.

Return Policy & Satisfaction Guarantee

All returns are subject to the following:

- All products damaged in shipping must be returned with the original packaging for credit.
- Damaged products will be replaced or repaired at our discretion.
- Returns must be post marked within 14 days of receiving the package.

We offer a 100% satisfaction guarantee. In order to return a product for a full refund minus shipping and handling, it must be returned **unopened** with the original packaging.

Order Processing

Most orders are processed within 24, but some orders we will ship within 72 hours as we replenish stock. If an item is on backorder we will let you know via e-mail and give you the option of using a different shipping method. In most cases, your order will arrive within the designated amount of time as indicated by your shipping preference.

Shipping Rates

SpeechCare Publishing LLC can ship to almost any address worldwide. Customs laws, manufacturer restrictions, warranty issues may however, inhibit us from shipping certain products to all geographical locations. Please note shipping and handling fees are applied. Florida sales tax will be included. We use the United States Postal Service (USPS) in the continental US and USPS and FED EX Express to all international countries. Most orders ship within 24 hours but some orders may ship within 48-72 hours if we need to replenish stock items. See below transit times, shipping restrictions in the United States and International Countries and rates.

Shipping Rates and Policies: United States

Priority Mail normally ships documents and packages in an average of 2 to 3 days but not a guarantee. Priority Mail delivers to all addresses in the United States- including PO Boxes and military addresses. At no extra fee, Priority Mail delivers on Saturday for residential deliveries. There is a low flat rate shipping fee of \$ 4.30 (not including handling or sales tax where applicable) to most addresses in the United States. We are not responsible for products lost in the mail. To protect your purchase, consider Express Mail®.

Express Mail® is guaranteed next-day and second-day delivery nationwide. Express Mail® delivers to most addresses in the United States - including PO Boxes and military addresses. They deliver to most locations 365 days a year, including Sundays and holidays at no extra charge. At no extra charge you are automatically insured to \$100 against loss or damage. Express Mail® provides signature proof of delivery upon request and tracking information. A shipping fee of \$ 16.95 (not including handling or sales tax where applicable) applies to most addressees in the United States.

Shipping Rates and Policies: International Countries

We are happy to accept your order, and will ship using the fastest, most economic method possible, usually USPS Global Priority Mail (GPM) ® or Global Express Guaranteed® (GXG). You will only pay for the ACTUAL shipping cost + \$4.00 USD handling. International shipping rates normally cost between \$ 9.00 to \$ 44.00 not included handling fees. An additional charge may apply depending on the size and weight of your order. You will be responsible for any additional shipping costs, duties, tariffs, taxes, or any other fees charged by your customs office. There are two methods you may order products. Orders can be entered using our shopping cart. We use PayPal for most credit card transactions. PayPal verifies your credit card and mailing information as part of their enrollment process. Our second method requires you to contact us by phone at (561) 361-6631. We will need the following information: name, address, phone, email address, credit card type, account number, and expiration date. You will be responsible for any additional duties, tariffs, taxes, or any other fees charged by your customs office.

We ship international to the following countries:

- Anguilla
- Argentina
- Australia
- Austria
- Belgium
- Brazil
- Canada
- Chile
- China
- Costa Rica
- Denmark
- Dominican Republic
- Finland
- France
- Germany
- Greece
- Hong Kong
- Iceland
- India
- Ireland
- Israel
- Italy
- Jamaica
- Japan
- Luxembourg
- Mexico
- Netherlands
- New Zealand
- Norway
- Portugal
- Singapore
- South Korea
- Spain
- Sweden
- Switzerland
- Taiwan
- United Kingdom

Global Priority Mail® (GPM) is an airmail service that offers shipping documents and packages to over 51 countries and territories worldwide. Normally ships within 4-6 days but not a guarantee. A shipping fee of \$9.00 (not including handling) applies to most international destinations. We are not responsible for products lost in the mail. To protect your purchase, consider Global Express Guaranteed® (GXG).

Global Express Guaranteed® (GXG) is an international expedited shipping option from the U.S. Postal Service and FedEx Express. GXG™. It is a date-certain service that takes 1-2 days to most major international markets and 3 days to most other international destinations. GXG offers shipping to more than 190 countries and territories worldwide. GXG™ provides online services for tracking and confirmation of documents and packages. At no extra charge you are automatically insured up to \$100 for loss. A shipping fee of \$44.00 (not including handling) applies to most international destinations.

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