



Revision September 23, 2020

## **Privacy Policy**

Thank you for visiting Groco Specialty Coatings website at [www.grocosc.com](http://www.grocosc.com) (the "Website" or "GROCO"). It is important to us here at GROCO that you know how information about you may be utilized by us and our advertising partners and affiliations. Please take a moment to look over this privacy policy (the "Policy") which we hope will address any questions you may have. We encourage you to contact us anytime with questions or feedback about this Policy or how we can use information about you.

### **Your Account:**

**Your Responsibilities.** To protect your account from unauthorized activity, you should keep your password confidential and restrict access to your computer and any mobile devices through which your account may be accessed. You are responsible for all activity on or through your account. We will not be liable for damages or loss arising from your failure to maintain the confidentiality of your password or to adequately restrict access to your account. You represent and warrant that all information that you provide in connection with your account is and shall be accurate, truthful, current and complete. We reserve the right to deny, deactivate or terminate your account at our discretion.

**Breach of Security.** You accept all risk that your account may be accessed without your permission. If you discover or suspect that the security of your account has been breached, please let us know as soon as possible.

### **Information Covered By This Policy:**

This Policy covers personally identifiable information and other visitor information collected by GROCO and our advertising partners and affiliations on the Website and through other means, including promotional programs and directly by our customer service department.

### **Information We Collect and Use:**

When you place an order for a Product, we need to know your name, email and mailing addresses, and your billing information so that we can fill, confirm and ship your order, notify you of your order status and process your payment. We may also request some of this same information from you when you ask a question or make a comment through our website or mobile applications in order for us to respond appropriately. For administration purposes, our website or mobile applications may collect your IP address or domain name, referring web page, browser type, mobile device type, device operating system, device settings, and non-personal information about the way you use your device or this site (such as the length of time spent or the pages accessed while visiting this site). We may use third-party website

analytics tools and embedded tracking codes that collect information about visitor traffic on our sites and mobile applications to collect information about you.

#### **Disclosure of Information to Third Parties:**

We don't rent or sell to others any information about our customers. We do not grant permission to third parties to collect information regarding the online activities of our website users over time and across different websites when they visit our website. However, we may provide your personal information to third parties who provide services on our behalf, such as delivering your order and processing your payment, maintaining the Site, providing services related to the Site, collecting information, sending and receiving electronic mail and other functions related to our business and services (collectively, "Site Vendors"). In order to provide these services, the Site Vendors may receive, or have access to, your personally identifiable information. We will only provide to Site Vendors, or otherwise make accessible, information reasonably necessary to perform their duties and we will take steps to obligate our Site Vendors to safeguard your personally identifiable information, and refrain from using it for any other purpose. We also reserve the right to disclose without notice to you any information in our possession if we believe we are required to do so by law, to protect or defend our rights or property, or to respond to an emergency.

You consent to your information being collected, used, disclosed and stored by us and our partners and/or affiliates, only as described by this Privacy Policy. When customers purchase products at our Site, we retain information concerning those product purchases. In addition, from time to time, customers or other visitors to our Site may be invited to voluntarily provide personally identifiable or other information and/or participate in one of our voluntary online surveys. (These customers and other visitors are informed of the information we collect and how the information will be used before agreeing to provide this information or participate in these surveys.)

#### **Information Use and Sharing:**

The information that GROCO collects from the Site is used primarily for improving the Site and to notify our customers of updates to the Site, as well as for other marketing purposes within the law. The collected information is also used to describe Site traffic patterns to vendors who are interested in knowing who is viewing their offerings. GROCO may offer you during your registration on this Site, or through future email, the opportunity to receive offers and information about products and services that GROCO believes may be of interest to you.

#### **Security of Your Information:**

The security of your information is important to us. While we endeavor to use reasonable efforts to safeguard the confidentiality of your information, the Internet and other e-commerce channels are not totally secure. Due to the possibility of transmission errors, hacking or other unauthorized third-party activities, we cannot guarantee that personal data transmitted to our website and mobile applications will remain secure. If we become aware of a security breach involving any such data, we will make all legally required disclosures consistent with our ability to determine the scope of the breach, our need to restore the integrity of the system and the needs of law enforcement.

Credit Card Information. Whenever we transmit your credit card information over the Internet, we use industry standard Secure Socket Layer (SSL) encryption for all pages containing private information pertaining to your shipments. Your full credit card number is never displayed when you use our website or mobile applications. When you use a saved credit card, we only include the last four digits of the credit card number on the order page so that you can tell which credit card you used.

**Changes in Privacy Policy:**

We reserve the right to change the Privacy Policy at any time by providing notice to you. We will notify you of changes to the Privacy Policy by one or more of the following: (i) providing you with an electronic notification through our website, by email or other means of electronic communication, or (ii) making a revision to the Privacy Policy and changing the Version Date appearing below. By purchasing a Product from us after the new version date, you signify your acceptance of the revised Privacy Policy.

VERSION DATE: July 23, 2020

## **Return Policy**

Groco seeks to ensure all customers are 100% satisfied with their purchase. Groco approves returns & exchanges on a case-by-case basis, depending on the nature of the return/exchange request and the product. Should Groco determine the quality of the product does not meet its high internal standards, the customer may receive a refund or exchange at no cost. Any other return or exchange may be subject to shipping and restocking fees deducted from your refund. In all cases, returns & exchanges must be requested within 30 days of the date of the purchase. Should you have any questions about whether your product is eligible for a return or exchange, please Contact Us prior to making your purchase.

## **Shipping Cost**

Shipping cost is an estimated cost for UPS Ground. Final shipping cost will be reviewed by GROCO customer service for adjustment. You will receive an email confirmation with the updated shipping cost prior to payment.