



PRIVACY STATEMENT

SECTION 1: *What do we do with your information?*

When you purchase something from our store, as a part of the buying and selling process, we collect the personal information you give us such as your name, address, email address, and phone number.

When you browse our website, we also automatically receive your computer's Internet Protocol (IP) Address. This IP Address provides us with information regarding the browser and operating system you are using, which in turn, helps us to optimize our website for easier navigation in the future. Also included is your general location (the city you are in).

If your browser settings are such that you have allowed for data sharing, we will also receive information about your potential interests, age, and gender. However, this information will not be attached to your name, address, or IP Address. This information is pooled together with our other customers' so that we can understand who our customers are to better market and improve our products.

At checkout or from our website forms, you have the ability to consent to email and SMS marketing. These messages would include anything from news about the company to discount codes for online and in-shop purchases. You may unsubscribe from these messages at any time.

SECTION 2: *Consent*

How does Z Beans Coffee get my consent?

When you provide us with your personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery, or return a purchase, you are giving implied consent to our collecting of your information for that specific purpose only.

In order for us to use your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent or provide you with an opportunity to opt out.

How do I withdraw my consent?

If after you opt-in you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use, or disclosure of your information, at any time, by unsubscribing from our emails or texting STOP in reply to our messages. If you wish to remove your customer profile in its entirety from our data, you may contact us at Info@ZBeansCoffee.com.

SECTION 3: *Disclosure*

We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

SECTION 4: *Shopify*

Our store is hosted by Shopify, Inc. They provide us with the online e-commerce, marketing, and analytics platform that allows us to sell our products and services to you. Your data is stored using Shopify's data storage, databases, and the general Shopify application on a secure server behind an encrypted firewall.

Payment:

If you choose a direct payment gateway to complete your purchase, then Shopify will store your credit card data. It is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS). Your purchase transaction data is stored only as long as necessary to complete your purchase transaction. After that is complete, your purchase transaction information is deleted.

All direct payment gateways adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council which is a joint effort between brands like Visa, Mastercard, American Express, and Discover. PCI-DSS requirements help ensure the secure handling of your credit card information by our store and its service providers.

Z Beans Coffee does not have direct access to your credit card information.

For more information, please read Shopify's Terms of Service.

SECTION 5: *Third Party Services*

Generally speaking, the third party providers used by Z Beans Coffee will only collect, use, and disclose your information to the extent necessary to allow them to perform the services they provide to us. This information is most likely to include your delivery address and contact information.

Payment gateways and other payment transaction processors have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions. Our payment transaction processors are PCI-DSS compliant. Payment gateways may include redirects to sites such as PayPal, Stripe, or Apple Pay.

For these providers, we recommend that you read their privacy policies so that you may understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located in a different legal jurisdiction than either you or Z Beans Coffee. If you elect to proceed with a transaction that involves the services of a third party service provider, your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

Example: If you are located in Canada and your transaction is processed by a payment gateway located in the United States, your personal information used in completing that transaction may be subject to disclosure under United States legislation, including but not limited to the Patriot Act.

Once you leave our store's website or are redirected to a third party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

Clicking Links:

When you click on links on our website, they may direct you away from our site entirely. Z Beans Coffee is not responsible for the privacy practices of other sites, and we encourage you to read their privacy statements.

SECTION 6: Security

To protect your personal information, we take reasonable precautions and abide by industry best practices to ensure that it is not inappropriately lost, misused, accessed, disclosed, altered, or destroyed.

If you provide us with your credit card information, that information is encrypted using Secure Socket Layer technology (SSL) and is then stored with AES-256 encryption. Although no method of transmission over the Internet or electronic storage is 100% secure, we abide by all PCI-DSS requirements in addition to implementing other generally accepted security measures by industry best practice standards.

SECTION 7: Cookies

You may choose to opt-out of cookies when prompted.

Cookies Used by Z Beans Coffee:

_session_id, unique token, sessional: Allows Shopify to store information about your browsing session including the referrer (the website or search engine that led you to Z Beans), your landing page, how long you visited the site, etc. Z Beans Coffee cannot view this information on a customer to customer basis (i.e. we cannot see who has done what).

_shopify_visit, no data held, persistent for 30 minutes from the last visit: Used by Shopify's internal analytics tracker to record our website's number of visitors.

_shopify_uniq, no data held, expires midnight (relative to the visitor) of the next day: Counts the number of visits to our store by a single customer.

cart, unique token, persistent for 2 weeks: Stores information about the contents of your cart. This may trigger an automated email that alerts you to an abandoned cart, only if you have provided your email address during the particular session in question.

storefront_digest, unique token, indefinite: If the shop, product, or collection you are attempting to view is password protected, this is used to determine if the current visitor has access.

SECTION 8: Age of Consent

By using the Z Beans Coffee website, you represent that you are at least the age of majority in your state or province of residence, OR that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

SECTION 9: Changes to the Privacy Policy

Z Beans Coffee reserves the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting to the Z Beans Coffee website. If we make any material changes to this policy, we will notify you that our Terms of Service have been updated.

If our store is acquired or merged with another company, your information may be transferred to the new company so that we may continue to sell products to you.

Questions and Contact Information:

If you would like to access, correct, amend, or delete any personal information that we may have about you, register a complaint, or if you would simply like to request more information, please contact us at Info@ZBeansCoffee.com with "Attn: Privacy Compliance Officer" as the first line of your email's message.

REFUND POLICY

RETURNS:

Z Beans Coffee has a zero return policy.

Due to the perishable nature of our coffee, tea, and chocolate products, we cannot accept returns of any of these items. For merchandise products, we use a third party fulfillment partner. Returns cannot be accepted by Z Beans Coffee for merchandise items for this reason.

Additional non-returnable items include gift cards (both in-shop and online only).

REFUNDS AND REPLACEMENTS:

Refunds for late or missing coffee, tea, or chocolate orders may be requested by emailing Info@ZBeansCoffee.com. These orders will not be considered late or missing until no less than 10 days have passed since order confirmation without having received a shipment notification. Refunds for late or missing merchandise orders may be requested by emailing Info@ZBeansCoffee.com. Due to needed production time by a third party fulfillment partner, merchandise orders will not be considered late or missing until no less than 30 days have passed since order confirmation without having received a shipment notification.

Z Beans Coffee releases liability for any damage to products done after they have been received by a third party delivery service, like USPS, UPS, FEDEX, or DHL. Upon order confirmation, if a customer does not choose to cancel the order, the customer is agreeing to accept all risks associated with using a third party delivery service. This includes product loss, incorrect delivery, product misplacement, or delayed delivery.

For items that are received unsealed or mislabelled, a refund or replacement may be requested by emailing Info@ZBeansCoffee.com. Emails will be responded to within two business days. The customer will be required to provide the original order number, a picture of the incorrect product showing the issue, and a description of the issue.

For perishable items that are received out-of-date, a refund or replacement may be requested by emailing Info@ZBeansCoffee.com, abiding by the aforementioned guidelines. For these items, the customer may be asked to return the product using a provided return label before a refund or replacement can be issued.

If a refund is approved, the refund will be processed within two business days, and a credit will be automatically applied to your credit card or original method of payment within a certain number of days, depending upon your bank or service provider.

If a replacement is approved, the replacement product will be shipped within three business days from the time of approval. Replacement items will not be considered late or missing until no less than 10 days have passed since the time of shipment confirmation. Replacements requiring return items to be received will not be shipped until the return item has arrived at the Z Beans Roasting Facility at:

Z Beans Coffee
450D Third Street
Macon, GA 31201

SALE ITEMS:

Refunds of on-sale items cannot be issued. Replacements on sale items may be requested if the aforementioned circumstances are met.

LATE OR MISSING REFUNDS:

If no less than five days have passed since the approval of a refund and you have still not received your refund, please first check your bank account for processing transactions that have not yet been posted.

If there are none, next contact your credit card company or bank to check for processing credits or deposits that are not yet visible to you.

If you have done all of this and still do not receive your refund, please contact Info@ZBeansCoffee.com for further assistance.

SHIPPING POLICY

Z Beans Coffee releases liability for any damage to products done after they have been received by a third party delivery service, like USPS, UPS, FEDEX, or DHL. Upon order confirmation, if a customer does not choose to cancel the order, said customer is agreeing to accept all risks associated with using a third party delivery service. This includes product loss, incorrect delivery, broken seals, or product misplacement.

Z Beans Coffee will not be held responsible for replacing or reshipping items that have been delivered to an incorrect address provided by the customer. If this happens, the customer must replace their order and cover any cost associated. A change in shipping address may be requested upon order confirmation at any time prior to shipment confirmation by emailing Info@ZBeansCoffee.com. Z Beans Coffee cannot guarantee that this request will be received before shipment or order fulfillment has taken place.

All shipped items will vary in the amount of time they take to arrive. This will depend on the delivery service being used, the location the item is being shipped, and the shipment method chosen by the customer at the time of checkout.

Orders for coffee, tea, and chocolate products will not be considered late or missing until no less than 10 days have passed since order confirmation without having received a shipment notification. Due to needed production time by a third party fulfillment center, merchandise orders will not be considered late or missing until no less than 30 days have passed since order confirmation without having received a shipment notification.

Z Beans Coffee releases liability for product loss or product misplacement that takes place after the product has been received by a third party delivery service.

Shipping costs cannot be refunded under any circumstance.

*Thank you for
your support!*