

# ORDERING AND RETURN AND REFUND POLICY

## Credit Card International Ordering

### > **Do you ship to international addresses?**

Yes for all orders purchased using a PO and wire transfer of funds. Please call or email for a quote for specific details. For credit card orders, we only ship to the continental United States. The requirement is that the shipment can be validated by using the industry standard Address Validation System (AVS) through the credit card issuer, so the payment must be made by an account through a U.S. bank. For U.S. only, most of the banks are in compliance with these requirements,

### > **Can I have my item shipped to an exporter?**

Yes using a PO and prepayment before shipment an exporter is necessary. If your exporter is set up as the billing address for your credit card, and your credit card is issued from a U.S. bank, we have no way of authenticating the order with the card issuer. In nearly all cases, we cannot ship to an exporter because of the liability involved.

### > **Why don't you ship outside the United States?**

We ship outside the US all of the time, but not with Credit cards, you must give us a purchase order, and payment must be made in full via wire transfer before shipping.

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## Inventory Questions

### > **How can I tell if an item is in stock?**

We show "In Stock" levels which are updated regularly, but may not be 100% accurate depending on our in store sales. Please give us a call Toll-Free at (855) 861-7877 or email [Sales@currentpowerllc.com](mailto:Sales@currentpowerllc.com) if you need exact status on a specific item.

### > **What happens if an item is on backorder?**

If an item is on backorder, we will attempt to contact you as soon as we know about it. You have the option of canceling the order at that time, or waiting until the backorder is filled. If you would like us to provide an updated status for your order, please call Toll-Free at (855) 861-7877 or email [Sales@currentpowerllc.com](mailto:Sales@currentpowerllc.com).

### > **Are your products new or refurbished?**

All items are **new** unless we state on the product detail page that the item is an Open Item, Damaged, Refurbished, Remanufactured or Rebuilt.

> **Can you get other items than those listed on your website?** Current Power LLC is a world leader in the design and manufacturing. Half of our sales are custom built to our customer's requirements. Email us at [Sales@currentpowerllc.com](mailto:Sales@currentpowerllc.com) and we'll assist in getting a special order placed, and built to your exact specification and needs

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## Order Status

### > **My order says "Customer Response Required". What do I need to do?**

You should have received an email giving you specific instructions on the information we require to proceed. If you can't locate that email, or you have a overly sensitive spam filter that got rid of it, either call us Toll-Free at (855) 861-7877 or email [Sales@currentpowerllc.com](mailto:Sales@currentpowerllc.com). Please be prepared to give us your order number when you call, and include it within any emails you send for quicker response.

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## Ordering Options

### > **How do I order by Phone?**

Phoning in an order is quick and easy. Simply call us Toll-Free at (855) 861-7877 Monday - Friday between the hours of 9:00 A.M. and 4:00 P.M. Eastern Standard Time. Our support staff will be happy to assist you in getting your order placed, or to answer any last minute questions, or get any additional information you may require.

### > **How do I order by Fax?**

To order by fax, either add all the items to your shopping cart and print it, or create your own listing and fax it to us. Our fax number is (203) 403-9543. Be sure to include your shipping details. Please include your contact information so we can contact you for payment.

### > **What payment methods do you allow?**

We accept purchase orders or credit card orders. At this time, we only accept payment via major credit card through PayPal for ordering on the website. If you want to place and order using a PO please call us Toll-Free at (855) 861-7877 Monday - Friday between the hours of 8:00 A.M. and 4:00 P.M.

We accept payment for orders by check, cashier's check, money order, Purchase Order, Wire Transfer.

### > **What credit cards do you accept?**

We currently accept Visa, Discover, MasterCard, and American Express.



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## Product Offerings

### > **Do you have a printed product catalog?**

Our web site is our product catalog. We are constantly adding new products and lines to our web site, which would make any printed catalog obsolete by the time it is printed, and even worse by the time you received it.

### > **I cannot find the product or accessory on your website, can you get it?**

Because we are the manufacture of most of our products offered. Most likely, it will be a special order item or custom built unit, and may take 24 hour get you a quote. The best way to find out is to send an email to [Sales@currentpowerllc.com](mailto:Sales@currentpowerllc.com) or place a call to our Toll-Free Customer Service line 866-597-3850. Be sure to include a part number, description and manufacturer name in any emails you send.

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## Return Policy

### > **What is your return policy?**

Our return policy is simple. Within 10 days of receipt of your order, you may return any unused product in its original condition, in its original packaging for a full refund excluding all shipping. In addition, certain products special ordered or custom designed unit cannot be returned! Please contact us for any question: email to [Sales@currentpowerllc.com](mailto:Sales@currentpowerllc.com) or place a call to our Toll-Free Customer Service line 866-597-3850.

Please call or email for a return authorization number prior to sending any product back to us. *Never just send a package back, unless we tell you to do so.* Please be aware that any item being returned once we verify that the product is returned and unopened and physically undamaged within 15 day we will issue a credit in the same form of payment used to make the purchase. Some product may have a restocking fee and will state "Subject To Restocking Fee" in there description on our website.

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## Site Security

### > **Is it safe to order on your website?**

Current Power LLC [www.currentpowerllc.com](http://www.currentpowerllc.com) does not capture credit card information this done through PayPal [www.paypal.com](http://www.paypal.com) portal. This provides continually update protection to our customers.

#### **You are protected under Federal Law**

1. Under the Fair Credit Billing Act, your bank can not hold you liable for more than \$50.00 of fraudulent charges. If your bank does hold you liable for any of this \$50.00
2. In the event of unauthorized use of your credit card, you must notify your credit card provider in accordance with its reporting rules and procedures.

### > **Will you sell my personal information?**

We know that your personal information is just that... **personal**. We will never sell, rent, or share your personal information to any 3rd party. The only exceptions would be as required under federal law in investigations of fraud.

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## Shipping Questions

### > **How do I determine the shipping cost on an item?**

Simply add the item(s) you would like to your cart, and enter your shipping zip code in the space provided. Once you submit your zip code, the website will pull up shipping costs automatically for any items in your shopping cart.

### > **Do you offer free shipping?**

We will offer free shipping from time to time for selected items as a promotion.

### > **What shipping methods do you use?**

We currently offer UPS and truck shipment options. Product weighing less than 70 lbs. ships UPS. All shipment weighting over 70 lbs. ship by truck. If special delivery options are need lift-gate truck, Residential or other options, please contact us.

### > **How long will it take to get my order?**

"In Stock" products normally ship all orders the next business day of the date the order is placed

**UPS does not count weekend days as days towards delivery, Ground** is typically 1 - 5 days from the shipping date, depending upon location.

**Truck Delivery: does not count weekend days as days towards delivery, Ground** is typically 3 - 5 days from the shipping date, depending upon location

**Special Delivery:** Please contact us to arrange.

Please keep in mind that the day an item is shipped is not included in the counting.

**2nd Day Air** is 2 days from the shipping date, excluding weekends and holidays. For example, an order shipped on Friday will be delivered on Tuesday.

**Next Day Air** is the next business day from the shipping date. Weekends and holidays are excluded.

**Priority Mail** does not have a guaranteed delivery time. *Generally*, it takes 2 - 3 days from shipment, but there can occasionally be delays. Our average UPS shipment takes 3 to 4.5 days. Delivery Monday through Friday.

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## Privacy Policy

## > **Privacy Policy**

Current Power LLC, [www.currentpowerllc.com](http://www.currentpowerllc.com): values the relationship we have with our customers and we are committed to responsible information handling practices. Your privacy on the Internet is important to us. Because we gather certain types of information to process orders, we want you to understand the terms and conditions surrounding the capture and use of that information. This privacy statement discloses what information we gather, how we use it, and how to correct or change it.

Third-Party Web Analytics: We use third-party web analytics from Google to help analyze where visitors go and what they do while visiting our website. We use this information to improve our shopping experience for our customers.

## > **Collection of Information (Personal Data & Aggregated Data)**

Current Power LLC.com gathers two types of information about users:

1. Personal data, provided through voluntary registration.
2. Aggregated data, which tracks users as a whole.

### **Personal Data**

We collect personal information such as your contact information (name, e-mail address), billing/shipping information (credit card number, shipping address). When submitting personal information on an online form, we will identify which fields are required in order to fulfill your request.

We request information when you purchase products or services, sign up for a drawing, promotion or survey, contact us with a question or concern or participate in other activities. In addition, when using our Web sites, our servers may collect click-stream information (such as the address (or URL) of the Web site that you came from before visiting our site, which pages you visit on our site, which browser you used to view our site and any search terms you have entered on our site.

Your provision of such additional information is your acknowledgement that you consent to our use of such information to better serve you, our visitor, and others coming to our sites. Except as described below, it is not disclosed to parties in any way that personally identifies you without your prior permission.

### **Aggregated Data**

Aggregated data, which tracks website user activity as a whole rather than on an individual basis, is gathered through several methods. This tracking data follows website traffic in general, and is not used to identify you personally. Aggregated tracking information helps us to determine which areas of our site users like and don't like based on traffic to those areas. We do not track what you read, but rather how well each page performs overall. This helps us continue to build a better service for you. We may disclose such aggregated information to third parties such as our vendors.

## > **Does Current Power LLC share the information I've provided?**

[www.CurrentPowerLLC.com](http://www.CurrentPowerLLC.com) may need to share personal information with third parties in limited circumstances. For example, we may release personal information to third parties to perform services on our behalf such as; fulfilling our customer's orders, sending marketing communications on our behalf, delivering packages, servicing products, conducting research or surveys, sending regular mail and e-mail, or processing credit card payments. Current Power LLC.com does not sell or rent customer information to third parties.

[www.CurrentPowerLLC.com](http://www.CurrentPowerLLC.com) wholly owned subsidiaries of Current Power LLC. As such, any information you may provide to us either online or offline may be combined or shared between current or future Current Power LLC entities and subsidiaries.

## > **How is information used?**

We use the information you provide in order to 1) fulfill requests for products, services or information, 2) provide customer services, 3) administer drawings or promotions, 4) offer new products and services, 5) measure and improve the effectiveness of our Web sites, our marketing efforts, or our services and offers, 6) tailor our online or in-store offerings to your preferences, 7) administer surveys, 8) send marketing communications or 9) other business purposes.

### > **Contests and Drawings**

Current Power LLC occasionally offers contests and drawings in which we request certain personal information on a voluntary basis. These contests are conducted in full accordance with United States federal and state laws. The full rules and all information about such contests are clearly posted during the event, including how information gathered will be used.

### > **Does the Current Power LLC website use cookies, other technologies, or third parties to indirectly collect information?**

A cookie is a small data file that a Web site may send to your browser and which may then be stored on your hard drive. Our Web sites use cookies to simulate a continuous connection - cookies let us "remember" information about your session, such as what has been placed in your shopping cart, and allow you to move within areas of our Web sites without reintroducing yourself. No personally identifiable information is stored in these cookies.

Our Web server automatically collects the address of the Web site that you came from before visiting our site, which browser you used to view our site and any search terms you have entered on our site.

Our Web site may also use other technologies to track which pages on our Web sites our visitors view. This non-identifiable click-stream data helps us understand how visitors use our Web site and help to identify areas of improvement.

### > **Children and Privacy**

We request that children under 17 do not submit or post any information to the site without parent's or guardian's consent. We will not request or knowingly collect from a child any information online that can be traced to the child, such as an e-mail address, name, or information about the child's family. Unless a parent or guardian consents to such use in advance, we will not knowingly use information that a child provides to us for any marketing, selling or promotional purposes.

### > **Can I update my information or Opt-out?**

If your information is currently being used to send you marketing communications, you can opt-out at any time. All marketing e-mail and direct mail communications such as sale emails, newsletters or exclusive special offers, have easy-to-follow instructions stating how to stop receiving them.

To opt-out of receiving marketing communications from us:

- 1) Follow directions on a marketing e-mail or direct mail communication from us. This is the fastest and most accurate method of removing your name from our marketing.
- 2) Call toll free (855) 861-7877
- 3) Send e-mail with subject unsubscribe with your current contact information and what you wish to unsubscribe to us at: [Sales@currentpowerllc.com](mailto:Sales@currentpowerllc.com).
- 4) Send a request with your current contact information to:

Current Power LLC  
1449 Jupiter Park DR, STE 19  
Jupiter, FL 33458

If you send an e-mail or letter request, please be sure to include your full name, address, phone number and e-mail address and indicate specifically what type of marketing communications you wish to stop receiving. This will ensure we identify you correctly in our systems and accurately process your opt-out request. Please note that due to production and mailing timelines, it may take up to 10 business days for e-mails and up to six weeks for direct mail to make the requested change. Until that change takes effect, you may still receive marketing communications from us.

Also, please note that you may still receive business-related communications such as order confirmations, product recall information or other administrative communications.

### > **Will this privacy policy change?**

Because our Web sites and businesses will continue to implement new technologies and improve the services and features we provide, this policy is subject to change. If there are changes or additions to this Privacy Policy, we will post those changes here or in other formats we deem acceptable, so that you will always know what information we collect online or offline, how we use it and what choices you have. If we change our information practices or this

Privacy Policy in such a way that your personal information may be used or shared in a different manner, we will give you the opportunity to opt-out of having your information used or shared in that new manner.

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## Typographic Errors

### > **What is your policy on Typographical Errors?**

[www.CurrentPowerLLC.com](http://www.CurrentPowerLLC.com) is not responsible for typographical or photographic errors. In the event that there is a typographical error in the pricing of a product you have ordered, we will contact you upon discovery of the error.

Occasionally products are discontinued by manufacturers with little or no notice. In the event that there is an order for only the discontinued item, we will cancel the order. If there is an order that contains additional products, we will contact the customer with options of cancelling the one item or the entire order.

We strive to make sure errors such as these do not occur; however from time to time they may happen. If you would like to be sure on a price, feature or specification, please call Toll-Free at (855) 861-7877 or [e-mail](#) our customer service department.