

# PRIVACY POLICY

## **What information do we collect?**

We collect information from you when you register on our site, place an order or fill out a form.

When ordering or registering on our site, as appropriate, you may be asked to enter your name, e-mail address, mailing address, phone number or credit card information. You may, however, visit our site anonymously.

## **What do we use your information for?**

*Any of the information we collect from you may be used in one of the following ways:*

- To personalize your experience (your information helps us to better respond to your individual needs)
- To improve our website (We continually strive to improve our website offerings based on the information and feedback we receive from you)
- To improve customer service (Your information helps us to more effectively respond to your customer service requests and support needs)
- To process transactions

*Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.*

- To administer a contest, promotion, survey or other site feature
- To send periodic emails

*The email address you provide for order processing will only be used to send you information and updates pertaining to your order.*

## **How do we protect your information?**

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information.

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.

After a transaction, your private information (credit cards, social security numbers, financials, etc.) will not be kept on file for more than 60 days.

### **Do we use cookies?**

Yes (Cookies are small files that a site or its service provider transfers to your computers hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information)

We use cookies to help us remember and process the items in your shopping cart, understand and save your preferences for future visits and compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future. We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly. However, you can still place orders by contacting Tiger Automotive.

### **Do we disclose any information to outside parties?**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect others or ours rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

### **Third party links**

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and

activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

### **Online Privacy Policy Only**

This online privacy policy applies only to information collected through our website and not to information collected offline.

### **Terms and Conditions**

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website at [www.tigerautomotive.com/terms](http://www.tigerautomotive.com/terms)

### **Your Consent**

By using our site, you consent to our websites privacy policy.

### **Changes to our Privacy Policy**

If we decide to change our privacy policy, we will update the Privacy Policy modification date below.

This policy was last modified on June 1, 2015

### **Contacting Us**

If there are any questions regarding this privacy policy you may contact us using the information below.

www.tigerautomotive.com  
286 Venture Crescent  
Saskatoon, Saskatchewan S7K 6M1  
Canada  
sales@tigerautomotive.com

*Privacy Policy Created by Free Privacy Policy*

## SHIPPING POLICY

### ❖ **General Information**

- All orders are subject to product availability. If an item is not in stock at the time you place your order, we will notify you and refund you the total amount of your order, using the original method of payment.

### ❖ **Delivery Location**

- Items offered on our website are available for delivery to street addresses in Canada only. We will not ship to P.O. boxes. Please email us at [sales@tigerautomotive.com](mailto:sales@tigerautomotive.com) to arrange for shipping if you don't have a street address.

### ❖ **Delivery Time**

- An estimated delivery time will be provided once your order is placed. Delivery times are estimates and commence from the date of shipping, rather than the date of order. Delivery times are to be used as a guide only and are subject to the acceptance and approval of your order. Unless there are exceptional circumstances, we make every effort to fulfill your order within 2 business days from date of order. Business day means Monday to Friday, except holidays. Please note we do not ship on Saturdays and Sundays.
- Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery, weather and the items ordered. Delays can also be expected during the Christmas season. Products may also be delivered in separate shipments.
- If you are local to Saskatoon, SK, you can also pick up your order locally. Please mention at the time of the order that you want to pick up the product.

### ❖ **Signature Required**

- For security reasons and to protect your valuable purchase, all deliveries will require an adult signature.

### ❖ **Shipping Costs**

- Orders of \$200.00 or more (taxes not included) will be shipped FREIGHT PREPAID via courier anywhere in Canada with the exception of some remote destinations and those deemed as "Beyond Points" by freight carriers. Please email [sales@tigerautomotive.com](mailto:sales@tigerautomotive.com) for freight quotes.
- Any order under \$200.00 will have a \$20.00 shipping fee.
- If you want an item expedited, there will be additional shipping charges. Email [sales@tigerautomotive.com](mailto:sales@tigerautomotive.com) for extra shipping costs.
- Bulky product such as (but not limited to) hoods, liquid transfer tanks, tool boxes, grill guards/bumpers, fiberglass box covers, box liners, and long running board kits will require truck freight. The FREIGHT PREPAID policy does not apply in this instance. Please email [sales@tigerautomotive.com](mailto:sales@tigerautomotive.com) for freight quotes.
- Sales tax is charged according to the province or territory to which the item is shipped.

### ❖ **Damaged Items in Transport**

- Always inspect the product at time of delivery. Any shipping damages must be noted and signed for as "damaged" and then reported to us immediately at 306-665-7766 so that we can file a claim with the shipping company.
- Should you discover the product is damaged AFTER opening the package, please contact us immediately at 306-665-7766 so that we can process a replacement for you in as soon as possible. This must be done within 48 hours of receipt of product.
- To ensure you receive your replacement product in a timely fashion, we ask that customers provide images of the damaged box or items.

### ❖ **Order Lost in Transit**

- If for some reason you do not receive your purchase and an order tracking number was provided, please notify us immediately. We will work with the courier to locate the package

and get it to you as soon as possible. In most cases the courier will be able to locate the package and will have it delivered within 1 or 2 business days – however, if the courier confirms the package is lost in transit, we will make the arrangements to ship a replacement.

❖ ***Shipping & Order Errors***

- We kindly ask that you provide a picture of the incorrect product when requesting an RGA (Return Goods Authorization). This will ensure full refund or the proper exchange should any questions or issues arise.
- If an error occurs where the item was not the correct part (as per order), or what you received is not the right make/model/year application, or is defective, please contact us immediately. We will review the details and provide you with the next appropriate steps.
- If Tiger Automotive is not at fault for the error, any shipping costs will be the responsibility of the customer. If the error is made by the shipper/manufacturer, please contact us.
- Any shipping costs incurred for returning an incorrect order will be the responsibility of the customer, unless the incorrect order is due to an error made by Tiger Automotive.

❖ ***Questions***

- If you have any questions about the return, delivery or shipment of your order, please contact us at [sales@tigerautomotive.com](mailto:sales@tigerautomotive.com) or 306-665-7766.

## **WARRANTY POLICY**

- Tiger Automotive distributed products are fully guaranteed against defects in workmanship and materials as specified by the manufacturer; typically for a period of one year. However, some exceptions apply with longer warranty periods available on certain products.
- Shorter periods may also apply on some products, such as (but not limited to), Electronics/Wiring, and certain bulbs & lighting.
- Any defective product will be replaced free of charge, but may be limited to only the defective part on items with multiple parts.
- Tiger Automotive is not responsible for any paint, labor costs, or freight to and from our location.
- Authorization (RGA) must be granted by Tiger Automotive prior to returning any products for warranty. Email [returns@tigerautomotive.com](mailto:returns@tigerautomotive.com) with your invoice # and photo of the product.
- Adequate description of problem or defect must be stated on the RGA. The terms "defective and junk" are insufficient reasons, and will not be accepted as valid.

## REFUND/CANCELLATION POLICY

### ❖ *Returns*

- You can return unopened items in the original packaging within 30 days of your purchase with receipt or proof of purchase; however, some seasonal and electronic items may not be eligible for return and/or may be subject to a restocking charge. If 30 days or more have passed since your purchase, we cannot offer you a refund or an exchange.
- We will not accept returns of product that is used or installed.
- Make sure the product is in its ORIGINAL condition and returned in its ORIGINAL packaging.
- Ensure the product is returned with all accessories, instructions/paperwork, parts and packaging material that it was sent with.
- All paintable products must be pre-fit before painting and installation. Tiger Automotive will not accept any painted product for return.
- Please be aware that refunds and exchanges will ONLY be processed after the packages are received and inspected. Tiger Automotive will not compensate for damages incurred during the products' installation or any labour fees under any circumstances.
- To return an item you will require an RGA (Return Goods Authorization). Please contact us at [returns@tigerautomotive.com](mailto:returns@tigerautomotive.com) or call 306-665-7766. Any item returned without an RGA # will be refused and sent back to the customer.
- Upon receipt of the returned item, we will fully examine it and notify you via email, within a reasonable period of time, whether you are entitled to a return. If you are entitled to a return, we will refund your purchase price and a credit will automatically be applied to your original method of payment.
- Only regular priced items may be returned. **CLEARANCE** and **SPECIAL ORDER** items are non-refundable.
- To follow-up on the status of your return, please contact us at [returns@tigerautomotive.com](mailto:returns@tigerautomotive.com).

### ❖ *Order Cancellation*

- Once the order has shipped from our location there is no way to cancel the shipment.
- If you have ordered something by mistake, please email or call us immediately at [returns@tigerautomotive.com](mailto:returns@tigerautomotive.com) or 306-665-7766.

### ❖ *Shipping*

- To return the item you purchased, please ship it to:

**286 Venture Crescent,  
Saskatoon, SK  
S7K 6M1**

- Refunds do not include any shipping and handling charges shown on the packaging slip or invoice. Shipping charges for all returns must be prepaid and insured by you. You are responsible for any loss or damage to hardware during shipment. We do not guarantee that we will receive your returned item. Shipping and handling charges are not refundable. Any amounts refunded will not include the cost of shipping.
- Tiger Automotive offers a local drop off option. Customers inquiring about this option can contact us at [sales@tigerautomotive.com](mailto:sales@tigerautomotive.com) and if desired, Tiger Automotive will make arrangements for the local drop off. Please allow 2-3 business days for the request to be processed. A copy of your original invoice and photo ID is required for all local drop offs.