

**How long does it take before it ships?**

Items that are personalized take 3-5 business days to produce. If your order contains only non-personalized items you can expect your order to ship within 2 business days. If your order is placed over the weekend, remember to count business days only.

**How long does shipping take?**

We ship USPS 2-3 priority mail. It helps keep your shipping costs down and we've had great luck with them. An order with personalized products takes 5-8 business days to receive once you're placed your order. If you need items for a specific event or date, please let us know in the comment section of your order, or email [info@spbusinesscenter.com](mailto:info@spbusinesscenter.com). We can expedite many times at no cost to you.

**Can I change my shipping address?**

You may email customer support at [info@spbusinesscenter.com](mailto:info@spbusinesscenter.com) if you have a change of shipping address. If the order hasn't shipped you may change it.

**Can I expedite my shipping?**

Yes. You can contact customer support at [info@spbusinesscenter.com](mailto:info@spbusinesscenter.com) or call 503-702-2388. Of course, you need to contact us as quickly as possible. We can change the way we ship your order if it has not already shipped.

**Can I change my order?**

Unfortunately, orders cannot be changed once they have been placed. If your order has not been processed, you may cancel it and receive a merchandise credit of the order amount. There are no refunds. You'll need to email [info@spbusinesscenter.com](mailto:info@spbusinesscenter.com) to order your alternate tools.

**Refund Policy**

If your order has not been processed, you may cancel it and receive a merchandise credit of the order amount. There are no refunds. Unfortunately, orders cannot be cancelled once they have been processed. Many of our items are personalized for you. We apologize for any inconvenience and hope you understand our need to keep our costs at a minimum and our turnaround times fast. This helps us provide you with the best value in the printing industry.

**The order I received is not complete. What do I do?**

If you have received your order and believe that it is not complete, please review the details of your order/packing slip to verify that all items have shipped together. If your order is incomplete or has not arrived, please contact Customer Support. Please have your order number if available to help expedite our processing of your request.

**The order is incorrect. What do I do?**

If you have received your order and it is incorrect, please review the details of your order to verify information. If your order is incorrect, please contact Customer Support at [info@spbusinesscenter.com](mailto:info@spbusinesscenter.com) or call 503-702-2388. Please have your order number available to help expedite our processing of your request. We will replace your item at no cost to you if we are at fault.

**Where's my order?**

You will receive updates through the store site. The first is verification of your order. The second is to let you know the order is processing. The third is a shipping alert. We ship USPS 2-3 priority mail. You will receive a confirmation number and date your order shipped. If there is an issue or problem with your order, you will often receive an "update" email with questions. Reply as quickly as possible to keep your order moving.

If your order status indicates your order has been shipped and the delivery turnaround time you requested has passed without receiving your order, please contact Customer Support.

We value your privacy and appreciate your trust in us. This Privacy Policy explains how we use, share and protect the personally identifiable information that we collect about you (“Personal Information”) and the choices you have. By visiting or using our Website, you agree to this Privacy Policy.

This Privacy Policy does not apply to information about you collected by our affiliates or third party websites that may post links or advertisements on or otherwise be accessible from the Website. The information collected by these affiliates or third party websites is subject to their own privacy policies.

#### Information We Collect

We collect a variety of information from our customers and visitors to the Website. As described below, some information is automatically collected when you visit our Website or purchase something, and some you provide to us when registering or filling out a form, buying a product or service or communicating with us. We may also acquire information from third parties.

**Information You Provide Us:** If you provide us with Personal Information by filling out a form, registering for an account, making a purchase or contacting us, we collect that Personal Information. For example, if you register on our Website, we collect your name, e-mail address and password. If you place an order with us, we collect the Personal Information that you provide to us such as your shipping, billing, and payment information. You may also have the option to store credit card or other payment information to make it easier to purchase products or service from the Website in the future. If you design and personalize a product, such as a business card, we collect the Personal Information you use to customize the product, such as the name of your business or your professional title. If you contact our customer services agents, you may also provide us with Personal Information that we collect.

From time-to-time, we may give you the opportunity to participate in sweepstakes, contests or surveys on our Website. If you participate, we will collect certain Personal Information from you. Participation in these sweepstakes, surveys or contests is completely voluntary and you therefore have a choice whether or not to disclose the requested information.

**Information about Your Transactions with Us:** When you purchase a product or service, we collect all of your order information, such as the type of product you purchased and the costs of each product.

**Reviews and Public Forums:** We may provide you with the opportunity to review our products or participate in public forums associated with the Website. Any reviews, posts or comments will be public so you should use care before posting information about yourself online.

**Additional Information We Collect:** From time to time, we may acquire additional information about our customers from third parties, such as the U.S. Postal Service. We may incorporate this additional information with the existing information we collect about our customers.

#### Cookies and Similar Files

Our Website uses “cookies” and files that are similar to cookies. Cookies are alphanumeric identifiers created by your browser at our request and stored on your computer. When you return to our Website, we read the cookie to identify you as one of our customers and help recall orders or preferences you have selected. The cookie also enables us to recall your past activities, post your account data, and tailor site elements and special offers to you. No Personal Information about you is stored on the cookie.

Most Web browsers accept cookies by default, but allow users to reject cookies by changing the browser preferences. If you have set up your browser to reject cookies or if you delete your cookies, some aspects of our Website, including our Shopping Cart, will not work properly.

#### Use and Disclosure of Information

We use the information that we collect about you to maintain, improve, and administer our Website, operate our business, provide products and services that you request, administer your account, inform you about products and services that might be of interest to you, and personalize your online experience.

With the exception of our payment processor, shipping vendor and printing partner we do not share your personal information with any 3rd party, for any reason.

**Communicating with You:** We use Personal Information to communicate with you about your order, remind you of orders you have pending and other transactional or administrative updates as well as to send you offers for products and services that may be of interest to you.

**Law Enforcement, Protection of Tools for you Business and our Customers:** We may also disclose Personal Information in other circumstances as required by law. We also reserve the right to disclose your Personal Information when we believe such disclosure is appropriate to cooperate with an investigation of activities claimed to be unlawful, to enforce our Terms of Use, or to protect the rights or property of SPBusinessCenter or others.

**Merger, Sale or Acquisition:** In addition, it is possible that in the future another company may acquire SPBusinessCenter or its assets or that SPBusinessCenter may partner with or purchase another company to continue to do business as a combined entity. In the event that any such transaction occurs, it is possible that our customer information, including your Personal Information, may be transferred to the new business entity as one of SPBusinessCenter's assets. In such an event, we will update this policy to reflect any change in ownership or control of your Personal Information.

**Communications from SPBusinessCenter.com:** If you do not want to receive email communications from SPBusinessCenter about our own or third-party products and services that may be of interest to you, you can update your preferences in the My Account section of the Website. You can also click on the unsubscribe link at the bottom of one of our emails. We may still contact you via mail or phone, unless you request to be added to our Do-Not-Call list, and/or our Do-Not-Mail list by writing to the address below and indicating your preferences. Please be sure to provide your exact name, e-mail address, mailing address and telephone number(s) and the list or lists you would like to be included on (Do-Not-Call, and/or Do-Not-Mail). Even if you opt-out of email marketing or choose to be placed on one of these lists, we may still communicate with you using any of these methods regarding your use of our Website, your orders or your account, or for similar transactional or administrative reasons.

**Deactivation of Your Account:** You may also request deactivation of your SPBusinessCenter account by contacting Customer Service at [info@spbusinesscenter.com](mailto:info@spbusinesscenter.com). Please note that your Personal Information may remain in our archived records after your account has been deactivated.

#### Updating Your Personal Information

If you wish to change your name, e-mail address, password, and/or communication preferences after you have registered, you can access your account in the My Account section of the Website.

#### Website Security

We maintain reasonable physical, electronic, and procedural safeguards designed to help us protect your nonpublic Personal Information against loss, misuse, disclosure and alteration. For example, we use Secure Socket Layer (SSL) technology to encrypt your credit card information when you purchase products through our Website.

When you establish an account at SPBusinessCenter, you choose a password to help protect your account information. A password is only as strong as you make it: you should select a unique password and keep it safe. You may change your password as often as you wish by going to My Account section of the Website.

This request may be made no more than once per calendar year. We reserve our right not to respond to requests submitted other than to the address specified below.

#### SPBusinessCenter/Tools for you Business Address for Written Requests

Written request may be sent to the following address. When writing to us, please be sure to include your exact name, mailing address, telephone number and specific preferences or request.

17712 SW 81st Place, Portland OR 97224

### Changes to this Privacy Policy

SPBusinessCenter may revise this Privacy Policy from time to time by posting a revised Privacy Policy on our Website and changing the last modified date at the top of the Privacy Policy. If we make significant changes to the Privacy Policy, we will note the Privacy Policy has changed on the main page of the Website. We reserve the right to modify this Privacy Policy at any time, so please review it frequently.

### Problems Signing In

Our sign-in process is designed to help protect your privacy. If you have trouble signing in to our Website, please ensure that you are using your registered e-mail address and/or correct password. If you are using your registered e-mail address and correct password, and you continue to have trouble signing in to our site, please contact Customer Service.

### Order Confirmation

SPBusinessCenter sends an e-mail notice confirming acceptance of each order you place to the e-mail address you provided to us when signing up for a SPBusinessCenter account. If you receive a confirmation for an order you did not place, please e-mail us immediately at Customer Service.