

## Shipping guide

Please note that all our products undergo a 2 working day processing period, after which a 3rd party carrier typically delivers within 3-5 working days; if your items have not arrived by then, don't hesitate to reach out to us for assistance.

## Return Policy

Our satisfaction guarantee promise means you can shop with confidence, as we are happy to refund your purchase if you are not completely satisfied with any product bought directly from us; simply provide your proof of purchase and ensure that your item was purchased within the last 28 days.

## Storage instructions

To preserve its freshness and potency, please keep this product in an airtight container and store it in a cool, dark place, away from direct sunlight.

## Privacy Policy

### **What type of information do you collect?**

*We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.*

## **How do you collect information?**

*When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.*

## **Why do you collect such personal information?**

*We collect such Non-personal and Personal Information for the following purposes:*

- 1. To provide and operate the Services;*
- 2. To provide our Users with ongoing customer assistance and technical support;*
- 3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;*
- 4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;*
- 5. To comply with any applicable laws and regulations.*

## **How do you communicate with your site visitors?**

*We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.*

## **How do you use cookies and other tracking tools?**

Jamaica Valley LTD uses cookies for important reasons, such as:

- To provide a great experience for your visitors and customers.*
- To identify your registered members (users who registered to your site).*
- To monitor and analyse the performance, operation and effectiveness of [jamaicavalley.com](http://jamaicavalley.com)*
- To ensure our platform is secure and safe to use.*

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Cookie for fraud detection of calls	Session	Essential
hs	Security Cookie for Hive (legacy)	Session	Essential
svSession	Session cookie for identification	6 months	Essential
SSR-caching	Performance cookie for rendering	24 hours	Essential
TS*	Cookies for attack detection	Session	Essential
bSession	Used for system effectiveness measurement	24 hours	Essential
fedops.logger.sessionId	Tracking session errors and issues (resilience)	12 months	Essential
_wixAB3 *	Cookie for site experiments	6 months	Essential
server-session-bind	Cookie for API protection	Session	Essential

Cookie Name	Purpose	Duration	Cookie Type
client-session-bind	Cookie for API protection	Session	Essential

## Privacy policy updates

*We reserve 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 on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.*

## Questions and your contact information

*If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at [hello@jamaicavalley.com](mailto:hello@jamaicavalley.com).*