TERMS & CONDITIONS

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For example, we may send you notices of any updates to our terms of website use or privacy & cookie policy, and when you purchase from us online or when you choose to enter sweepstakes or other promotions, we may need to contact you via telephone, e-mail or by post to address questions or issues specific to your order or for other service-related reasons, even if you have opted to not receive promotional communications. To whom is personal information disclosed? We may disclose your personal information to third parties: • In the event that we are involved in a business transaction such as a merger, an acquisition, or any form of sale of all, or a part of, our business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets. • If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms and conditions of supply and any other agreements, or in order to protect the rights, property, or safety of Wax by Wills, our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction. If you review a Wax by Wills product that review may be available on our website. IP Addresses and Cookies Information Automatically Logged Our site collects your browser’s internet protocol ("IP") address in order to help diagnose problems with our server and to administer our site. Our site records the browser type and version, time zone setting, browser plug-in types and versions, operating systems and platform to monitor market penetration of various web browsers so we can better determine the internet technologies we may utilize in the design of the pages on our site. Our site may also collect information about your visit, including the full Uniform Resource Locators ("URL") clickstream to, through and from our site (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number. Our site may also collect location and traffic data, weblogs and other communication data. Our site uses page referrer data, which is information about the page that linked you to this page, to determine to what extent our page is referenced by other resources on the internet. This data may be used to preserve the integrity of our computing resources (i.e. to recognize malicious attacks etc.) and it enables us to provide you with the best shopping experience that we can by tailoring information to fit your personal preferences. Cookies A cookie is a small amount of data sent from our server and stored on your computer's hard drive. We use the following four different types of cookies on our site: • Cookies that are strictly necessary for the operation of our site: These cookies are essential in order to enable you to move around our site and use its features, such as accessing secure areas of our site. Without these cookies, services you have asked for, like shopping baskets or e-billing, cannot be provided. • Performance cookies: These cookies collect information about how visitors use our site, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All the information that these cookies collect is aggregated and is therefore anonymous. This information is only used to improve how our site works. • Functionality cookies: These cookies allow our site to remember choices you make (such as your user name, language or the region which you are in) and provide enhanced, more personal features. For instance, a website may be able to provide you with local weather reports or traffic news by storing in a cookie the region in which you are currently located. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customize. They may also be used to provide services which you have asked for, such as watching a video or commenting on a blog. The information these cookies collect may be anonymized and they cannot track your browsing activity on other websites. • Targeting/Advertising cookies: These are cookies used to track and analyze usage and volume statistical information from individuals who visit websites. These cookies are also used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement, as well as to help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operator’s permission. They remember that you have visited a website and this information is shared with other organizations such as advertisers. Quite often targeting or advertising cookies will be linked to site functionality provided by the other organizations. Your choices about cookies You can choose to disable or manage cookies as follows: Browser settings: Some internet browsers are automatically set up to accept cookies, but you can set your browser to refuse a cookie or ask your browser to show you where a cookie has been set up. Certain services are only activated by the presence of a cookie and, if you choose to refuse cookies, particular features of our site may not be available to you. Further information about cookies can be found on the following link: www.allaboutcookies.org. We may use Adobe Flash Player to display video or image content. It may not be possible to block or restrict flash cookies using your browser settings. However, information on how to control flash player privacy and security settings is available from the Adobe website at: www.adobe.com/products/flashplayer/security. Confidentiality / Security We give visitors to our site the option of using a secure transmission method to send us their personal data for making orders or registering to use the customer account management area. All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site. Any transmission is at your own risk. We have implemented security policies, rules and technical measures to protect the personal data that we have under our control from: • unauthorized access • improper use or disclosure • unauthorized modification All our employees and data processors, who have access to, and are associated with the processing of personal data, are obliged to respect the confidentiality of our visitors' personal data. SSL Overview Our site is Certified SSL Compliance. The SSL is a security standard which at Tier 1 Certification and compliance ensures unbeatable security and protection of sensitive customer information including credit cards. The requirements for Tier 1 Certification include: • Security management policies; • Security policies; • Security procedures; • Network architecture; • Software Design; • Critical Protective Measures. Websites go through a rigorous INDEPENDENT audit and significant investment to attain SSL certification. The purpose is to ensure that their customers' data is as safe as possible when they purchase products online. Changes to our privacy & cookie policy Any changes we may make to our privacy & cookie policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy & cookie policy. You have the right to ask us not to process your personal data for marketing purposes. This is explained above at the section of this policy entitled "How can I opt out of receiving marketing from Wax by Wills". You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at the e-mail address listed below. You have the right to access information held about you. Any access request may be subject to a legally applicable fee. 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SHIPPING POLICY

All items are made to order so please allow at least 3-7 business days before items ship. After items ship please allow 3-5 business days before your order arrives to you. Tracking numbers are always emailed when orders are shipped.