

## Terms of Service

**Effective Date:** 4/10/25

### Star Valley Hay

Welcome to Star Valley Hay. By accessing our website or purchasing our products, you agree to be bound by the following Terms of Service. Please read them carefully.

#### 1. Use of Our Services

By using our website or services, you agree that:

- You are at least 18 years old or have the legal capacity to enter into a binding agreement.
- You will provide accurate, complete, and current information when placing an order or contacting us.
- You will use our services only for lawful purposes.

#### 2. Product Availability & Descriptions

We do our best to ensure all product descriptions, images, and pricing are accurate and up to date. However:

- Product availability may vary depending on weather, harvest conditions, or season.
- We reserve the right to modify or discontinue products at any time without notice.
- We cannot guarantee that photos or descriptions perfectly reflect each bale or product, as natural products can vary.

#### 3. Orders & Payment

All orders are subject to acceptance and availability.

- Prices are listed in U.S. dollars unless otherwise stated.
- Payment is due at the time of order, unless other arrangements have been made.
- We accept [list payment methods: e.g., cash, check, card, Venmo, etc.].
- We reserve the right to cancel or refuse any order at our discretion.

#### 4. Delivery & Pick-Up

- Delivery options, fees, and schedules will be clearly communicated at the time of purchase.
- Customers are responsible for providing accurate delivery information and being available to receive orders.
- For pick-up, customers must schedule a time in advance.

We are not responsible for delays or failures in delivery caused by circumstances beyond our control (e.g., weather, equipment breakdowns, road conditions).

#### 5. Returns & Refunds

Due to the nature of our products, all sales are generally **final**. However:

- If you receive a product that is significantly damaged or does not match what was agreed upon, please contact us within **3 days** of delivery or pickup.
- Refunds or replacements are issued at our discretion.

#### 6. Limitation of Liability

To the fullest extent permitted by law, Star Valley Hay is not liable for any indirect, incidental, special, or consequential damages arising out of or related to your use of our services or products.

Our total liability to you for any claim will not exceed the total amount paid by you for the product or service in question.

#### 7. Intellectual Property

All content on our website, including images, logos, and text, is the property of Star Valley Hay and may not be used or reproduced without our written permission.

#### 8. Changes to These Terms

We may update these Terms of Service at any time. The latest version will always be posted on our website. Your continued use of our services after changes are made indicates your acceptance of the revised terms.

The web can be a scary place with data leaks and unprotected websites. At Star Valley Hay, we are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy outlines how we collect, use, and protect the information you provide when you visit our website or interact with us.

## **Terms of Privacy**

### **1. Information We Collect**

We may collect the following types of information:

#### **a. Personal Information**

When you contact us, place an order, or sign up for updates, we may collect personal information such as:

- Name
- Email address
- Phone number
- Shipping address
- Payment information (if applicable)

#### **b. Non-Personal Information**

We may also collect non-personal information automatically when you use our website, including:

- IP address
- Browser type and version
- Pages visited and time spent on the site
- Device information

### **2. How We Use Your Information**

We use the information we collect to:

- Process and fulfill orders
- Communicate with you about your order or inquiry
- Improve our website and services
- Send occasional updates or promotions (if you opt-in)
- Comply with legal requirements

### **3. Sharing Your Information**

We do not sell, rent, or trade your personal information. We may share your data with third-party service providers who help us operate our business, such as:

- Payment processors
- Shipping partners
- Website hosting services

These third parties are only given access to the information necessary to perform their functions and are required to keep your information confidential.

#### 4. Cookies and Tracking

Our website may use cookies or similar technologies to enhance your browsing experience. You can disable cookies through your browser settings, but some features of our site may not work properly as a result.

#### 5. Data Security

We take appropriate security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the internet or electronic storage is 100% secure.

#### 6. Your Rights and Choices

You have the right to:

- Access the personal information we hold about you
- Request corrections or deletions
- Opt out of marketing communications at any time

To make a request, please contact us at [starvalleyhay.caleb@icloud.com](mailto:starvalleyhay.caleb@icloud.com)

#### 7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these sites. We encourage you to read their privacy policies before providing any personal information.

#### 8. Children's Privacy

Our services are not intended for individuals under the age of 13. We do not knowingly collect personal information from children.

#### 9. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with the updated effective date.

#### 10. Contact Us

If you have any questions or concerns about this Privacy Policy or your information, please contact us at:

Star Valley Hay

Email: [starvalleyhay.caleb@icloud.com](mailto:starvalleyhay.caleb@icloud.com)