



HVAC Engineering and Supply

VentDepot, Inc.
233 S Cerritos Ave
Azusa, CA 91702

VentDepot, Inc. PRIVACY POLICY

Your privacy is important to us. To better protect your privacy, we provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used. This notice applies to all information collected or submitted on the www.VentDepot.com website.

- The only personal information we collect is name, street and email address, telephone number, credit card information.
- We use the personal information collected from you process orders. Such personal information as we collect is not used for any other purpose and is not shared.
- We never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above.
- To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put into place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.
- Protecting the privacy of the very young is especially important. For that reason, we never collect or maintain information at our website from those we actually know are under the age of 13, and no part of our website is structured to attract anyone under 13 to provide information to us.
- You can correct factual errors in your personally identifiable information by sending us a request detailing the error(s). To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections.
- In the unlikely event any of the personal information you supply us online is misused, you may redress these issues by contacting us directly at sales@ventdepot.com or calling 1-888-514-1516.

Should you have questions or concerns about this Privacy Policy, please call us 1-888-514-1516 or send us an email at sales@ventdepot.com.

VentDepot, Inc. RETURN POLICY

VentDepot, Inc. and VentDepot.com's products on sale are of industrial and commercial nature, thus they are built to order. For All Built to Order products there is absolutely no returns or cancellations. These built to order products if tried to be returned will be subject to a 100% sale price stocking fee. It is important for our clients to know VentDepot, Inc. ships directly from factory warehouses and factories to the client by drop shipping. VentDepot, Inc. does not stock products in a warehouse of their own. If a client decides to cancel or return an order that can be accepted back by the factory then, they will have to pay 30% of the sale price of the product(s)'s value for restocking the product(s) with the original manufacturer; plus pay for all shipping charges both of return and of original

purchase, and any other fees the factory may include for handling and is not limited to all of the above fees. These terms are non-negotiable.

VentDepot, Inc.
Shipping Policy terms and agreements.

Please read the following information on how to receive Freight shipments when they arrive at your home.

Dear VentDepot Client.

This letter is to inform you how to receive properly your products shipped by a Freight Company usually on pallets called LTL Freight shipment.

The following video is a you tube video that will explain how LTL shipping works, and how to avoid losses on damaged merchandise. Please also read the rest of this letter.

<https://www.youtube.com/watch?v=VrRKbLXIGi0>

The main purpose is for you to receive your products in New and Perfect condition within a Shipping Industry that due to over handling of heavy items may damage your product before you receive it.

To properly receive and allow claim protection for you and us, and the origin factory. You the client must inspect all items being received by opening all boxes and packages that may have a hidden dent or damage. The truck driver may try to pressure you into signing and accepting the merchandise as is, however by law they are required to wait for the client to inspect his or her products completely. So please do not let a driver pressure you into signing fast.

Once you inspect all items, you may write refuse on the paperwork to return at time of delivery any component that may seem damaged or unusable due to shipping wreckage. This refusal will allow us to replace or handle a claim to repair or return you a new product depending on the claim procedure.

It is your final responsibility to inspect all products in a LTL, Less than Truckload, Shipment.

We will not be responsible for paying for any damaged goods and freight for products you did not inspect properly at time of delivery.

Thank you for protecting your investment and helping us deliver properly your new products.

Sincerely,
VentDepot, Inc.

Claim disclosure letter. By receiving this letter via email you are liable for receiving your order at time of delivery, if not following these instructions.

Signed,
VentDepot Management Team