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## **Online Security & Payment Information**

### **Website Security**

Shopping with your credit card with OHANA WICKER FURNITURE is guaranteed to be safe and secure. We take extensive steps to process thousands of Internet transactions securely and safely. Our secure server software (SSL) is the industry standard for securing credit card transactions over the Internet. This software encrypts all your personal information into an unrecognizable code that is securely transmitted from you to us. When this encrypted information reaches our secure server, we translate it back to its original form and store it safely offline and inaccessible through the Internet. To continue our commitment to your security, every credit card processed is run through an address verification process to verify that the card is registered to the billing address on the order. We are dedicated to providing you with a secure, worry-free shopping experience.

### **Payment**

We accept Visa, MasterCard, American Express, or Discover as forms of payment. It is our policy not to charge your credit card until we confirm your order has shipped. We do, however, obtain an authorization on your card at the time of your order for the full amount of your order. Please note that this may appear as a pending or temporary charge on your account statement which usually goes away after 24 to 48 hours.

### **Re-Authorizations**

We also obtain authorizations for the outstanding balance of your order if a) your order partially ships or b) the existing authorization is about to expire. Should the re-authorization be unsuccessful, we will contact you for new payment information. If we are not able to obtain a valid authorization, we reserve the right to either cancel your order or charge your card for the outstanding balance of your order. If you wish to cancel your order after we charge your card as a result of not being able to re-authorize, please contact us. We will refund your card as long as your order has not yet shipped.

### **Online Order Status**

When you place an order with us, you will receive a link that will allow you to track your order. After your order ships, you will receive another email with tracking information (if available).

### **Confirmation of orders**

You will receive a confirmation email within 10 minutes after placing your order. If you don't receive a confirmation email, please check your "junk" mail folder. Should you not find it, please contact us and we'll email you another.

**Tax**

You will only be charged tax if you are a resident of Oregon. We are required by law to charge sales tax on orders shipped to Oregon addresses, which is calculated and itemized during the online ordering process. No sales tax will be applied to orders shipped to addresses in other states.

**Price Matching**

We offer a Price Match option on almost any product from other websites. In order to qualify for a price match consideration, the following conditions and rules must be met:

- 1) The product must be in-stock and ready to ship that day on the lower priced site. Backorders will not be matched and we do not match prices on items that are out of stock.
- 2) The item must be EXACTLY the same (same color, size, year, model, etc.) as the product you want to order from us.
- 3) The product must be the same year. We do not price match on closeouts from previous years, scratch and dent items, blemished items, etc.
- 4) Coupons and promotional codes may not be used with price matches either from our site or from a competitor's coupon.
- 5) Shipping prices will be met as well in the event that the lower priced site has higher shipping charges.
- 6) The product must be orderable online. Online advertisements are not honored unless the product can be ordered online through a secure server with a functioning shopping cart.
- 7) The price match must be completed BEFORE you order the product from us. No price match requests will be honored on items that have already been ordered and/or shipped.

If your request for a price match meets all the above guidelines, please give us a call. We'll let you know if we can match the price. 99.9% of the time we will, however we do reserve the right to decline a price match.