

## Global Tea Mart's Policies & Procedures

Global Tea Mart, LLC, Chandler, AZ.  
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### Privacy Policy:

Your privacy is of the greatest importance to Global Tea Mart and we appreciate your trust in us. The following information explains how we use and protect any information you provide to us. Browsing our website [www.GlobalTeaMart.com](http://www.GlobalTeaMart.com) is anonymous. We only collect personally identifiable information if you voluntarily provide it. Global Tea Mart does not sell or share your personal information.

Our websites are intended to provide excellent service to you. In order to do so, our web servers collect non-personal information about your visit, such as the pages and products you browse and search terms you used to get to our site. This information is shared with Google Analytics for marketing analysis purposes.

Global Tea Mart and its shopping cart provider (Nexternal) and payment gateway provider (Authorize.net) use Secure Sockets Layer (SSL) encryption to safeguard your personal and credit card information. Global Tea Mart does not store this information, unless you create an account with us. If you do create an account, then the information is securely stored in compliance with current industry standards.

When you place an order with us, you provide your name, address, telephone number, email address and credit card information for purposes of processing your order and enabling us to communicate with you about the order. We do not retain this information unless you create an account with us. Creating an account with Global Tea Mart has several advantages, such as browsing your order history, easy reordering and faster check-out. You always have the option to shop with us without creating an account.

Global Tea Mart uses "cookies" to identify shopping preferences from your previous visits. No personal information is stored on the "cookies". Most web browsers allow you to reject the "cookies," however, some aspects of our website and shopping cart may not work properly if you do so.

From time-to-time we may change our privacy policy and will post a notice in this document if we do. By using our websites, you agree to our Privacy Policy.

### Newsletter:

We invite all of our customers to subscribe to our electronic newsletter, *Life beyond the Teabag*<sup>™</sup> and ask for email addresses to deliver the newsletter. If you choose to provide your email address to us, we may occasionally notify you of special offers. You always have the choice to unsubscribe to any or all of these services.

**Contact Us:**

Global Tea Mart, LLC  
4991 S Alma School Rd., Ste. 5  
Chandler, AZ 85248-5646  
844-208-2337 (toll free)  
Email: [customerservice@globalteamart.com](mailto:customerservice@globalteamart.com)

Office Hours:  
9AM-5PM (Arizona Time)  
844-208-2337 (toll free)  
Email: [customerservice@globalteamart.com](mailto:customerservice@globalteamart.com)

**Sales Tax:**

Global Tea Mart collects sales tax for sales on non-tea items, such as books, teapots, etc. shipped to addresses in Arizona. Tea is a food product and is not taxed (remember 1773?). Sales outside Arizona are not taxed at this time. If that should change in the future, we will post a notice in this area.

**Payment Options:**

We gladly accept Visa, MasterCard, American Express, Discover and Pay Pal.

**Automatic Recurring Orders:**

At Global Tea Mart, we make it easy for you to always have your favorite tea on hand with our automatic recurring order shipment service, *Endless Cups*<sup>™</sup>. You choose your favorite tea or teas and the time interval at which you wish to receive your teas. We will automatically ship your teas as you have instructed.

**Reviews:**

We always invite our customers to submit reviews about their purchases. By submitting a review, each customer agrees that it may be used on our websites at our discretion. Only the customer's first name will appear on any display of a review.

**Returns:**

Global Tea Mart is committed to your complete satisfaction. We want you to be happy with your purchase and will make every effort to correct anything that causes you disappointment. Please email us at [customerservice@globalteamart.com](mailto:customerservice@globalteamart.com) or call 844-208-2337 within 30 days of your purchase and we will immediately arrange your return.

**Shipping Policies:**

Global Tea Mart ships orders via USPS and FedEx. You make the choice during the check-out process. If we receive your order Monday through Friday, prior to 2PM Arizona Time, we make every effort to ship on the same day. If the order is received after 2PM Arizona Time, or on weekends, it will ship the first business day following receipt.

**Agreement:**

If we make any changes to our policies, we will immediately post those changes on this page. By using our websites, you agree to Global Tea Mart's Policies and Procedures as set forth on this page.