

Terms and Conditions

The goal at carrvalleycheese.com is to provide our valued customers with a unique selection of handcrafted artisan products at great prices. We are open for business on the Internet 24 hours per day, seven days per week. In the course of doing business, we adhere to the following terms and conditions.

Payment and Sales Tax

Carr Valley Cheese accepts VISA, MasterCard, American Express and Discover credit cards for all purchases. From our US operation, we ship to addresses within the contiguous United States.

Pricing

The prices listed on carrvalleycheese.com are current as long as they are displayed and are subject to change at our discretion.

Product Availability

We make every effort to update our web site to reflect out of stock conditions, but it is possible that an item you purchase at carrvalleycheese.com is out of stock. In that event, we customarily ship as much of the order as possible and will contact you regarding substitutions or credits.

Product Quality

Carr Valley Cheese Co. offers a liberal quality guarantee policy and will provide a refund or reshipment without a hassle. For details about our return policy please visit www.carrvalleycheese.com/returnsppp

System Availability

Carr Valley Cheese Co. makes every effort to maintain 100% system availability. In cases where we do experience technical difficulties, we are not responsible for orders that are not processed or accepted.

Information About Fraud

When it comes to credit card processing, we take fraud very seriously. It is a violation of State and Federal law to place orders under a false name or with an invalid credit card number. Attempts at fraudulent ordering will be prosecuted to the fullest extent of the law. Both the FBI and the US Secret Service have advanced methods to identify the time, location, and origination of Internet transactions, and have assumed responsibility for investigating Internet fraud cases.

Your browser and Carr Valley's secure server work together to encrypt your credit card information during transmission, ensuring that transactions stay private and protected. Only the screen that collects your credit card number is secure, allowing the rest of the site to run at a faster speed. Carr Valley Cheese Co. guarantees the safety of your credit card information in the following manner: if any unauthorized use of your credit card occurs as a result of your credit card purchase from Carr Valley Cheese Co., simply notify your credit card provider in accordance with its reporting rules and procedures. If, through no fault of your own, your credit card company finds credit card fraud but does not waive your entire liability for unauthorized charges, Carr Valley Cheese Co. will reimburse you for the remaining liability, up to a maximum of \$50.00.

Commitment to the Environment

We at Carr Valley Cheese Co. feel responsible to operate in an environmentally friendly manner. To this end we use recycled and biodegradable materials whenever possible. All corrugated cartons are at least partially made from recycled paper. All carton liners are made from partially recycled and CFC-free materials. All refrigerant gel packs are non-toxic and biodegradable. These materials cost us a bit more, but we think it is well worth the extra pennies.

After you receive an order from Carr Valley Cheese Co., we hope you will make every attempt to reuse the packing equipment we send you in an environmentally friendly manner. The insulated liners and refrigerant gel packs are ideal for keeping food cool on picnic and long car rides. If you have any ideas on how we can become more environmentally friendly, we welcome your comments.