

Privacy and Web Disclosures and Disclaimers

Privacy and Security Policy

East Coast Lumber and Building Supply Company, Inc. (East Coast Lumber) understands your concerns about privacy on the internet and takes them very seriously. Any personal information you submit to us is subject to our privacy policy. Your e-mail address is obtained for internal purposes only (as they relate to marketing and sale of East Coast Lumber's properties) and will not knowingly be sold or shared with any unaffiliated third party. East Coast Lumber collects personal information from you (e.g. your name, postal address, e-mail address, and other data) during your registration at our site and by you providing personal data through other places on our web sites. We also utilize various internet technologies that allow us to capture information on our site users and during entry of any such information in the various areas of our site. From time to time, we may have other interaction with you that will yield additional information that will be recorded in our customer databases.

East Coast Lumber uses credit card processing companies Epicor Payment Exchange (Epicor Software Corporation) and Authorize.net, both of which are not authorized to retain, share, store or use your personal information.

In addition, we use your IP address to help diagnose problems with our server and to administer our Web site. If you send us e-mails, from time to time we may use information about your preferences and interests to send updates to you about services or properties of East Coast Lumber or its affiliates that may be of interest to you. In addition, we may provide some of this information to our fulfillment partners for purposes of providing you with information you request, with our independent sales agent to follow up with you in connection with materials you request and as a part of our mailings and solicitations to prospective customers. The information you provide will also be utilized for market research purposes. This may involve reproduction, publication, broadcast and posting of such materials and information to our affiliates and independent sales representatives.

East Coast Lumber also may disclose or exchange with others information you have provided to us if we believe that the law requires us to do so or if it is necessary to protect the rights or property of East Coast Lumber, our affiliates or our users. East Coast Lumber will use reasonable precautions to keep the information disclosed to us secure and to disclose such information only to third parties we believe to be responsible. However, we are not responsible for any breach of security or for any actions of any third parties that may receive the information. Access to your personal information is limited to people who need it to do their job. For example, if we need to ship something to you, we must share your name and address with a shipping company. We limit such third parties in their access and use of your personal information. Our site includes links to other Web sites. Those sites may have different privacy policies. If you click on to another Web site, you may want to check the privacy policy of that site, which will usually (but not always) be posted on the web site. East Coast Lumber is not responsible for the privacy policies of other sites.

Your access to and continued use of the East Coast Lumber website constitutes your acceptance, without limitation, of these policies and disclaimers.

Changes in this Privacy Statement

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our home page.

Types of Data Collected

Among the types of Personal Data that this website collects, by itself or through third parties, are Cookies and Usage Data. Complete details on each type of Personal Data collected are provided in the dedicated sections of this privacy policy or by specific explanation texts displayed prior to the Data collection. The Personal Data may be freely provided by the User, or, in case of Usage Data, collected automatically when using this Website. All Data requested by this website is mandatory and failure to provide this Data may make it impossible for this website to provide its services. In cases where this website specifically states that some Data is not mandatory, Users are free not to communicate this Data without any consequences on the availability or the functioning of the service. Users who are uncertain about which Personal Data is mandatory are welcome to contact the Owner.

If you purchase a product or service from us, we request certain personally identifiable information from you on our order form. You must provide contact information (such as name, email, and shipping address) and financial information (such as credit card number, expiration date). We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

If you apply for a store credit account on our site, we require that you provide certain personally identifiable information, including your name, address, phone number, credit card number and Social Security number to request a credit report. This information is necessary to process your application and to contact you. Once we determine your credit-worthiness, the document is secured in a locked file with limited access.

Cookies:

A cookie is a small text file that is stored on a user's computer for record-keeping purposes. We use cookies on this site. We do not link the information we store in cookies to any personally identifiable information you submit while on our site. We use both session ID cookies and/or persistent cookies. We use session cookies to make it easier for you to navigate our site. A session ID cookie expires when you close your browser. A persistent cookie remains on your hard drive for an extended period. You can remove persistent cookies by following directions provided in your Internet browser's "help" file. If you reject cookies, you may still use our site, but your ability to use some areas of our site may be limited.

Any use of Cookies – or of other tracking tools – by this website or by the owners of third party services used by this website serves the purpose of providing the service required by the User, in addition to any other purposes described in the present document and in the Cookie Policy, if available. Users are responsible for any third party Personal Data obtained, published or shared through this website and confirm that they have the third party's consent to provide the Data to the Owner.

Mode and Place of Processing the Data

Methods of Processing

The Data Controller processes the Data of Users in a proper manner and shall take appropriate security measures to prevent unauthorized access, disclosure, modification, or unauthorized destruction of the Data. The Data processing is carried out using computers and/or IT enabled tools, following organizational procedures and modes strictly related to the purposes indicated. In addition to the Data Controller, in some cases, the Data may be accessible to certain types of persons in charge, involved with the operation of the site (administration, sales, marketing, legal, system administration) or external parties (such as third party technical service providers, mail carriers, hosting providers, IT companies, communications agencies) appointed, if necessary, as Data Processors by the Owner. The updated list of these parties may be requested from the Data Controller at any time.

Place

The Data is processed at the Data Controller's operating offices and in any other places where the parties involved with the processing are located. For further information, please contact the Data Controller.

Retention Time

The Data is kept for the time necessary to provide the service requested by the User, or stated by the purposes outlined in this document, and the User can always request that the Data Controller suspend or remove the data.

The Use of the Collected Data

The Data concerning the User is collected to allow the Owner to provide its services, as well as for Analytics and Interaction with external social networks and platforms. Personal Data is collected for the following purposes and using the following services:

Analytics:

The services contained in this section enable the Owner to monitor and analyze web traffic and can be used to keep track of User behavior.

Analytics Collected Directly (This Website):

This Website uses an internal analytics system that does not involve third parties. Personal Data collected include Cookies and Usage Data.

Facebook Ads & Facebook Conversion Tracking Pixel (Facebook, Inc.):

Our website utilizes the Conversion Tracking Pixel service of Facebook Inc. This tool allows us to follow the actions of Facebook users after they are redirected to the Website by clicking on a Facebook advertisement. We are thus able to record the efficacy of Facebook advertisements for statistical and market research purposes. The collected data remain anonymous. This means that we cannot see the personal data of any individual user. However, the collected data are saved and processed by Facebook. Facebook may use the Data collected to contextualize and personalize the ads of its own advertising network. Facebook Conversion Tracking also allows Facebook and its partners to show you advertisements on and outside Facebook. In addition, a cookie will be saved onto your computer for these purposes. Personal Data collected include Cookies and Usage Data. Place of processing: US – [Privacy Policy](#) – [Opt Out](#)

Google Analytics with Anonymized IP (Google Inc.):

Google Analytics is a web analysis service provided by Google Inc. ("Google"). Google utilizes the Data collected to track and examine the use of this Application, to prepare reports on its activities and share them with other Google services. Google may use the Data collected to contextualize and personalize the ads of its own advertising network. This integration of Google Analytics anonymizes your IP address. It works by shortening Users' IP addresses within member states of the European Union or in other contracting states to the Agreement on the European Economic Area. Only in exceptional cases will the complete IP address be sent to a Google server and shortened within the US. Personal Data collected include Cookies and Usage Data. Place of processing: US – [Privacy Policy](#) – [Opt Out](#)

Google Analytics - Google Display Network Impression Reporting, the DoubleClick Campaign Manager integration, Google Analytics Demographics and Interest Reporting, Display Advertising extension for Google Analytics, DoubleClick for Publishers Audience Extension, and Remarketing through Google Analytics for Display Advertising (Google Inc.):

Google Analytics is a web analysis service provided by Google Inc. ("Google"). Google utilizes the Data collected to track and examine the use of this Application, to prepare reports on its activities and share them with other Google services. Google may use the Data collected to contextualize and personalize the ads of its own advertising network. This website uses the Google AdWords remarketing service to advertise on third party websites (including Google) to previous visitors to our site. It could mean that we advertise to previous visitors who haven't completed a task on our site, for example using the contact form to make an enquiry. This could be in the form of an advertisement on the Google search results page, or a site in the Google Display Network. Third-party vendors, including Google, use cookies to serve ads based on someone's past visits to the East Coast Lumber website. Of course, any data collected will be used in accordance with our own privacy policy and Google's privacy policy.

You can set preferences for how Google advertises to you using the Google Ad Preferences page, and if you want you can opt out of interest-based advertising entirely by cookie settings or permanently using a browser plugin. Personal Data collected includes Cookies and Usage Data. Place of processing: US – [Privacy Policy](#) – [Opt Out](#)

Google Tag Manager (Google Inc.):

Google Tag Manager is an analytics service provided by Google Inc. Personal Data collected include Cookies and Usage Data. Place of processing: US – [Privacy Policy](#)

Contacting the User

Contact Form (This Website)

By filling in the contact form with their Data, the User authorizes this Website to use these details to reply to requests for information, quotes or any other kind of request as indicated by the form's header. Personal Data collected include address, city, company name, country, email address, fax number, first name, last name, phone number, state, various types of Data and ZIP/Postal code.

Communications from this Website

Special Offers and Updates

We will occasionally send you information on products, services, special deals, promotions. You can sign up for these emails from us on our registration page. Out of respect for your privacy, we present the option not to receive these types of communications. Please see the "Choice and Opt-out" section.

Newsletters

If you wish to subscribe to our newsletter, we will use your name and email address to send the newsletter to you. Out of respect for your privacy, we provide you a way to unsubscribe. Please see the "Choice and Opt-out" section.

Customer Service

Based upon the personally identifiable information you provide us, we will send you a welcoming email to verify your username and password. We will also communicate with you in response to your inquiries, to provide the services you request, and to manage your account. We will communicate with you by email or telephone, in accordance with your wishes.

Links to Other Sites

This Web site contains links to other sites that are not owned or controlled by East Coast Lumber. Please be aware that we are not responsible for the privacy practices of such other sites. We encourage you to be aware when you leave our site and to read the privacy statements of every Web site that collects personally identifiable information. This privacy statement applies only to information collected by this Web site.

Spam

East Coast Lumber does not intentionally send unsolicited e-mail messages that could legitimately be construed as spam.

Managing Contacts and Sending Messages

This type of service makes it possible to manage a database of email contacts, phone contacts or any other contact information to communicate with the User. These services may also collect data concerning the date and time when the message was viewed by the User, as well as when the User interacted with it, such as by clicking on links included in the message.

Constant Contact (Constant Contact, Inc.)

Constant Contact is an email address management and message sending service provided by Constant Contact, Inc. Personal Data collected includes your email address. Place of processing: US – [Privacy Policy](#).

Interaction with External Social Networks and Platforms

This type of service allows interaction with social networks or other external platforms directly from the pages of this Website. The interaction and information obtained through this Website are always subject to the User's privacy settings for each social network. This type of service might still collect traffic data for the pages where the service is installed, even when Users do not use it.

Facebook Like Button and Social Widgets (Facebook, Inc.):

The Facebook Like button and social widgets are services allowing interaction with the Facebook social network provided by Facebook, Inc. Personal Data collected includes Cookies and Usage Data. Place of processing: US – [Privacy Policy](#).

Google Maps Widget (Google Inc.):

Google Maps is a maps visualization service provided by Google Inc. that allows this application to incorporate content of this kind on its pages. Personal Data collected includes Cookies and Usage Data. Place of processing: US – [Privacy Policy](#).

Instagram Widget (Instagram, Inc.):

Instagram is an image visualization service provided by Instagram, Inc. that allows this application to incorporate content of this kind on its pages. Personal Data collected includes Cookies and Usage Data. Place of processing: US – [Privacy Policy](#).

Google+ +1 Button and Social Widgets (Google Inc.):

The Google+ +1 button and social widgets are services allowing interaction with the Google+ social network provided by Google Inc. Personal Data collected includes Cookies and Usage Data. Place of processing: US – [Privacy Policy](#).

Twitter Tweet Button and Social Widgets (Twitter, Inc.):

The Twitter Tweet button and social widgets are services allowing interaction with the Twitter social network provided by Twitter, Inc. Personal Data collected includes Cookies and Usage Data. Place of processing: US – [Privacy Policy](#).

YouTube Button and Social Widgets (Google Inc.):

The YouTube button and social widgets are services allowing interaction with the YouTube social network provided by Google Inc. Personal Data collected includes Usage Data. Place of processing: US – [Privacy Policy](#).

Displaying Content from External Platforms:

This type of service allows you to view content hosted on external platforms directly from the pages of this application and interact with them. This type of service might still collect web traffic data for the pages where the service is installed, even when Users do not use it.

YouTube Video Widget (Google Inc.):

YouTube is a video content visualization service provided by Google Inc. that allows this application to incorporate content of this kind on its pages. Personal Data collected includes Cookies and Usage Data. Place of processing: US – [Privacy Policy](#).

Additional Information about Data Collection and Processing

Legal Action

The User's Personal Data may be used for legal purposes by the Data Controller, in Court or in the stages leading to possible legal action arising from improper use of this Application or the related services. The User declares to be aware that the Data Controller may be required to reveal personal data upon request of public authorities.

Additional information about User's Personal Data

In addition to the information contained in this privacy policy, this application may provide the User with additional and contextual information concerning particular services or the collection and processing of Personal Data upon request.

System Logs and Maintenance

For operation and maintenance purposes, this application and any third-party services may collect files that record interaction with this application (System logs) or use for this purpose other Personal Data (such as IP Address).

Information Not Contained in this Policy

More details concerning the collection or processing of Personal Data may be requested from the Data Controller at any time. Please see the 'Contact Us' section below for that contact information.

The Rights of Users

Users have the right, at any time, to know whether their Personal Data has been stored and can consult the Data Controller to learn about their contents and origin, to verify their accuracy or to ask for them to be supplemented, cancelled, updated or corrected, or for their transformation into anonymous format or to block any data held in violation of the law, as well as to oppose their treatment for any and all legitimate reasons. Requests should be sent to the Data Controller at the contact information listed in the 'Contact Us' section below.

This Application does not support "Do Not Track" requests. To determine whether any of the third-party services it uses honor the "Do Not Track" requests, please read their privacy policies.

Changes to this privacy policy

The Data Controller reserves the right to make changes to this privacy policy at any time by giving notice to its Users on this page. It is strongly recommended to check this page often, referring to the date of the last modification listed at the bottom. If a User objects to any of the changes to the Policy, the User must cease using this application and can request that the Data Controller remove the Personal Data. Unless stated otherwise, the then-current privacy policy applies to all Personal Data the Data Controller has about Users.

Choice/Opt-out

We provide you the opportunity to 'opt-out' of having your personally identifiable information used for certain purposes. You may opt out of maintaining an online store account with the ability to pay for product on our website. You may also 'opt-out' of receiving any marketing or promotional communications from us.

If you no longer wish to maintain an online account on our website, you may contact the accounts receivable department at the address listed below in the 'Contact Us' section. We will terminate your online account including your ability to pay for product on our website and to make online payments on your store account.

If you no longer wish to receive our newsletter and promotional communications, you may opt-out of receiving them by following the instructions included in the footer of each newsletter or communication. East Coast Lumber utilizes a web-based application subscribed from Constant Contact®. You may update your profile or unsubscribe at any time. Removing your contact information through the 'Unsubscribe' option is immediate and only you can resubmit your email address for subscription.

Children's Online Privacy Protection Act (COPPA)

East Coast Lumber's websites are directed to adults and are not directed to children under the age of 18. ECL complies with the Children's Online Privacy Protection Act and does not permit registration by and will not knowingly collect personally identifiable information from anyone under 13. This Policy will be posted wherever East Coast Lumber collects data within the websites, such as during the registration process, and will be linked through our Privacy & Security Policy on data collection pages.

Contact Us

If you have any questions regarding our privacy policy, or if your personal identifiable information changes or you no longer desire our service, please contact us at:

Location: **East Coast Lumber & Building Supply Company, Inc.,
4 Colonial Drive
East Hampstead, NH 03826**

E-mail: info@eclumber.com

Phone: **603-329-5322**

Fax: **603-329-8089**

Shipping and Product Return Policies

Shipping and Delivery Policy

Shipping times will vary depending on the product ordered. In-stock items will be shipped within 5 days of receiving the fully paid order. Special order products will be shipped depending on our vendors' production and shipping schedule. East Coast Lumber will determine the most efficient shipping carrier for your delivery. We currently utilize the U.S. Postal Service (USPS), United Parcel Service (UPS) and our own fleet of vehicles for delivery. Sorry but we cannot ship to P.O. Boxes. All deliveries occur Monday through Friday, excluding holidays.

Credit card authorization and verification must be received prior to processing.

Shipping and Handling Costs

Shipping and handling costs will vary and are determined at the time of the order. Any changes in shipping methods/costs will be communicated to the customer prior to actual shipment of product. East Coast Lumber reserves the right to restrict/deny shipment of any product for any reason at any time.

Out of state orders will not be charged sales tax unless the delivery is made by an ECL delivery truck to a state with a sales tax. Customer is responsible for all other state sales or use taxes related to your purchase.

Return Policy

Our store return policy, which includes online returns, is as follows:

- 10% handling charge on all returnable items (special orders are not returnable).
- All returns must be accompanied by the original sales receipt.
- All returns must be in a resalable packaging and/or original condition.
- Returns of special order merchandise are not allowed.
- Set-up units and specialty-manufactured merchandise is not returnable.
- No returns after 30 days.

Sales refunds will be issued using the same tender as the original sale, unless East Coast Lumber determines an alternate method is more suitable for the return.