



GLOBAL ENERGY INNOVATIONS ONLINE STORE POLICIES

Return / Refund Policy

Returns and Refunds will be processed on an individual basis. Please email returns@globalei.com for instructions and more details.

Shipping Policy

Please Note: Global Energy Innovations, Inc. does not process orders on weekends or holidays. While most in-stock orders placed before 1:00 p.m. Pacific Standard Time will be shipped the next day, Global Energy Innovations, Inc. does not guarantee next-day shipping.

Global Energy Innovations, Inc. ships items via FedEx.

For orders within the USA, multiple shipping options are available. These options range from FedEx next day to FedEx Standard Shipping.

For international shipments, options include FedEx Economy and FedEx Express.

Delivery Time

Total time for delivery is based on the amount of time it takes for payment authorization, order processing and actual transit time. While most in-stock orders placed before 1:00 p.m. Pacific Standard Time will be shipped next day, Global Energy Innovations, Inc. does not guarantee next-day shipping. In addition, delivery schedules are subject to circumstances beyond the carrier's control such as weather conditions and mechanical problems.

Additional Information

- Global Energy Innovations, Inc. does not deliver to PO and APO/FPO box addresses.
- The price in effect at the time of your order is the price you will be charged, plus shipping and applicable sales tax.
- Products shipped to the states of California will be charged applicable sales tax.
- For all returns, shipping is pre-paid by the customer.
- If your order arrives damaged, we recommend that you refuse delivery, and then notify our Customer Service and Support Department (+1.415.354.5688 ext. 201) so that we can track the return and issue your replacement or refund in a timely manner.
- Global Energy Innovations, Inc. does not allow re-routing of packages while in transit for security purposes.

Privacy Policy

Global Energy Innovations, Inc. is committed to protecting your privacy and providing a secure online experience. This statement of privacy explains data collection and the use of it so please read the entire statement.

Collecting your Personal Information:

We will ask you when we need information that personally identifies you or allows us to contact you. Usually this information is requested when you purchase our products. We continually monitor our website for errors and if one occurs, information about your web browser may be collected to assist us in correcting the problem.

Cookies:

In order to make certain parts of www.globalei.com function correctly, cookies are utilized. Cookies are used to link you to your shopping cart and to session information while you are logged in. Although you can still browse and search for products, you must have cookies enabled in order to add items to your shopping cart or to create/log into an account. If you do not have cookies enabled, you will be notified of such and prompted to enable them.

Use of your Personal Information:

We may use your personal information for several purposes such as:

1. To make our website easier for you to use by not requiring you to enter your personal information more than once.
2. To help you quickly find services or information.
3. To help us develop and deliver content most relevant to you.
4. To inform you of special offers, updated information and new services from Global Energy Innovations, Inc.
5. To contact you when you have received an error while using our website so we can help you solve the problem.

We will disclose your information, without notice, only as follows:

1. To obey orders of the law or comply with legal process.
2. To protect and defend the rights or property of Global Energy Innovations, Inc. and its websites.
3. To act in urgent circumstances to protect Global Energy Innovations, Inc. websites, its employees or the public.
4. When you have an open account with Global Energy Innovations, Inc., credit and payment history is occasionally shared with credit reporting agencies.
5. When required to disclose "point of sale" (POS) information to a supplier for market research and payment of commission to the supplier's sales force. POS information may be used by Global Energy Innovations, Inc. to follow up on new design activity.

Control of your Personal Information:

When you register with our website, Global Energy Innovations, Inc. will not share your personal information with any third party except as noted above.

Data Security:

We aim to protect your personal data. Global Energy Innovations, Inc. uses a variety of security technologies to protect your personal data, including secure servers, firewalls and encryption of credit card information.

Changes to this Privacy Policy:

We reserve the right to make changes to this privacy policy without notice.

If you have any questions or comments concerning our privacy statement contact us at info@global.com.