

Privacy Policy

Alight Technologies, LLC recognizes the concerns that consumers have with supplying personally identifying information. Alight Technologies, LLC respects your right to privacy and will NOT supply, give, sell, barter, or trade any personally identifying information to any individual or business.

Personally identifying information collected by Alight Technologies, LLC will be held in the strictest of confidence. Collected personal information will only be used to complete business between Alight Technologies, LLC and our customer. This may include, but not limited to, order fulfillment, shipping, customer service questions, and product follow up.

If you have any questions or concerns about the Alight Technologies, LLC privacy policy please contact customer service at customerservice@alight-tech.com or 503-963-9263.

Sales Policies

Payment Methods

We currently accept Visa, MasterCard, check and money orders. If you require that payment be made by other means please contact Alight customer service for additional payment methods. When paying by check or money order, your order will be held until the check or money order has cleared and moneys received.

Shipping

Depending on availability all internet and phone orders will be shipped within two business days of order completion and receipt of funds. If there is not current availability one of Alight Technologies, LLC customer service representatives will contact you with additional information. If payment is made by check or money order, your order will not be shipped until the check or money order has cleared and moneys received.

The customer is responsible for all shipping charges. Alight Technologies, LLC ships via FedEx Ground unless otherwise specified by the customer. Insurance will be added to all merchandise shipped from Alight Technologies, LLC. The customer is responsible for any additional charges due to insurance. Alight Technologies is not responsible for lost or damaged merchandise due to shipper's negligence.

Refunds and Returns

Alight Technologies, LLC offers a 30-day, money-back guarantee on all items purchased directly from Alight Technologies, LLC. If not satisfied with an item(s) the customer may return the purchased product(s) for a full refund, excluding shipping and handling charges. To qualify for a refund the item(s) purchased from Alight Technologies, LLC must be returned unopened with all packaging intact and in resalable condition. If the item(s) are opened or damaged the item(s) are considered unsalable and a refund will not be issued. Alight Technologies, LLC reserves the right to contest the return. Custom products are nonrefundable and nonreturnable (unless defective and within the warrantee period for the product).

Alight Technologies, LLC will not accept any returns without a return RMA (Return Merchandise Authorization) number. To receive an RMA number please contact the Alight Technologies, LLC customer service at customerservice@alight-tech.com and provide them with the following information:

- First and last name (as it appears on the original receipt)
- Shipping Address (as it appears on the original receipt)
- Phone Number
- Contact Email
- Date of purchase
- Receipt Number

Warrantee

All products sold by Alight Technologies, LLC are warranted under normal use for a period of 60 days from the original date of purchase against defects in material and workmanship. If within 30 days of the original date of purchase the product is found defective, the defective product may be returned for a replacement or repair, and if that is not acceptable, a full refund. Beyond 30 days if the product is found defective, the defective product may be returned for replacement or repair. Alight Technologies, LLC reserves the right to contest any warrantee claim.

Any abuse, mistreatment, or abnormal use of your Alight Technology, LLC products will render the warrantee void.

Alight Technologies, LLC will not accept any warrantee return without a return RMA (Return Merchandise Authorization) number. To receive an RMA number please contact the Alight Technologies, LLC customer service at customerservice@alight-tech.com and provide with the following information:

- First and last name (as it appears on the original receipt)
- Shipping Address (as it appears on the original receipt)
- Phone Number
- Nature of the Defect
- Contact Email
- Date of purchase
- Receipt Number