

ONLINE PRIVACY

We understand how important it is for private customer information to be kept confidential. We are committed to protecting and managing your information and would like to take this opportunity to describe how we gather, retain and protect the security of your information.

We are committed to protecting customers and visitors to our Web site at www.ranchodechimayo.com. Accordingly, our Web site uses a variety of advanced Internet security technology, including the encryption of information that is transmitted while accessing account information over the Internet.

We have employed the following high-level security measures in our store:

Address Verification System (AVS): The billing address you enter must match exactly the address where your credit card statement is sent. This helps protect against people using a stolen credit card to place an order. This is the same system used by other reputable catalog order companies.

Encryption: Credit card data is packaged in a 128-bit DES digitally encrypted format (the same one that banks use for ATM transactions), and sent directly to the bank processor. Once the bank processor receives the ciphered packet, it is totally removed from the Internet. This transmission system is just as secure as those used in a physical store.

Isolation: Credit card data is totally isolated from the order information. It is sent directly to the bank processor over a Secure Socket Layer (SSL) connection. The system we use is 100% real-time integrated with the bank processor, and uses the same security features that banks use to exchange their own data.



OUR SHIPPING and RETURNS POLICY

We offer a 100% money back guarantee. If you are unhappy with any of Rancho de Chimayó's (RDC) products, please include a reason with your return and follow these steps:

- 1) Securely pack items and seal the package.
- 2) Return to: Rancho de Chimayó 300 County Road 98, Chimayó, NM 87522
- 3) Please note: We cannot accept collect or postage-due return shipments, and are not responsible for uninsured packages that are lost in transit. We strongly suggest that you insure your package.
- 4) Upon receipt of your return, we'll promptly process it, and credit your account or refund your money. Refunds for credit card purchases will be credited to the original credit account number used at the time of purchase. Allow time for the credit to appear in your second billing cycle after the return.

Any item purchased at the RDC may be returned for exchange, credit or refund within 14 days of purchase. Merchandise must be returned in new and resalable condition, in original cartons with original packing. Clothing items must be unworn and NEW when returned.

Note: Returns that are not made as set out above will be sent back or rejected and no refund or credit will be processed.

Refunds on purchases paid for by cash will be refunded in cash usually within 14 days. Your name, address and phone number may be required to process your refund. If you do not receive your check within 14 days, please contact the store identified on the receipt or call us at 505-351-4444.

Purchases paid for by credit card will only be refunded by a credit to the cardholder's account.

How do I cancel an order?

In the event that you need to cancel an order placed online, please call: 505-351-4444

If we are unable to stop your order from being shipped, you may return it using the procedures listed on our returns policy.

Damaged or Lost Items

If you receive cartons that are visibly damaged, please note the damage on the carrier's freight bill or receipt. Be sure to obtain a copy. Once received, keep the original carton, all packing materials intact. Please contact the Restaurant Company Store at 505-351-4444 within 10 calendar days after receiving a damaged shipment, or as soon as you determine that a shipment is lost.

For assistance, please call:

The Rancho Company Store, at 505-351-4444
Monday - Friday - 10a.m. to 6p.m. (Mountain)

Special Note

Prices shown are cash prices in U.S. dollars and are subject to change without notice. Shipping and Handling fees also are subject to change without notice. We reserve the right to limit quantities. Please note that order processing is based on Mountain Time. All orders placed after 11:59 PM Mountain Time will be processed the following day.

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