

Delivery Policy

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Delivery Policy

Order deadline and delivery times

We undertake to dispatch the flagstaff to schools within two week after confirmation of sponsorship.

Delivery destinations

The flagstaff will be delivered to Schools by means of courier. We have the physical address of all schools listed with us and should you sponsor a school other than in our list, all efforts will be made to locate the address and make delivery.

The delivery will be done during weekdays and will have to be signed by the recipient so as to notify the sponsor of the same.

Note: We guarantee delivery of our products to the School.

Privacy Policy

Personal Information

- It is our usual practice to collect personal information directly from you.
- Sometimes we collect personal information from a third party if you have consented or would reasonably expect us to collect the information in this way, for example from publicly available sources such as websites or telephone directories.
- We do not collect personal information about you if you only browse this website. This website only uses session cookies during the login and shopping process.

Uses

We only use your personal information for the purposes for which you give it to us and for related, internal management purposes.

We do not give information about you to government agencies, organizations or anyone else unless one of the following applies:

- you have consented
- you'd expect us to or we have told you we will
- it is required or authorized by law
- it will prevent or lessen a serious & imminent threat to somebody's life or health or
- the disclosure is reasonably necessary for law enforcement or for the protection of public revenue.

We analyze non-identifiable website traffic data to improve our services.

Your choices

- You may access personal information that we hold about you or you can ask us to correct personal information we hold about you.
- If you are on one or more of our email lists you may opt out of further contact from us by clicking the unsubscribe option in all emails.

Important information

- Flags for Schools, is bound by the Information Privacy Principles of the Privacy Act 1988.
- Our website follows the Privacy Commissioner's Guidelines for Federal and ACT Government Websites.

How to contact us

For further information contact us on

FLAGS FOR SCHOOLS

P. O. BOX 46542-00100

TELL: 020 2610450 / 2610615

CELL: 0737 316 792

Web: www.flags4schools.org

Email: info@flags4schools.org

Security capabilities & policy for transmission of payments

What information do we collect and how do we use it?

When you place an order through this website, we need to know your name, e-mail, phone number, address and credit card details if paying by credit card. This allows us to process and fulfill your order successfully. It also helps us in maintaining your account.

How does Flags for Schools protect customer information?

When you place orders, we use a secure server. The secure server software (SSL) encrypts all information you input before it is sent to us. Furthermore, all of the sensitive customer data we collect is protected by several layers of encryption and several layers of security to prevent unauthorized access.

Credit Card Details

All credit card payments are processed securely through the IPAY solution. Payment by credit card is the fastest way to receive your order as there is no clearance delay. Flags For Schools does not store any credit card information on our servers.

What about Cookies?

"Cookies" are small pieces of information that are stored by your browser on your computer's hard drive. Our cookies do not contain any personally identifying information. They allow you to place your online order and to login once you are subscribed. Most Web browsers automatically accept cookies, but you can usually change your browser to prevent that. You will need cookies enabled to use the Flags For schools website.

Your Consent

By using our website, you consent to the collection and use of this information by Flags for Schools. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

Payment Gateway Info

Our payment options presently available are limited but, most importantly, safe and secure. We offer Credit Card payments for general users and Purchase Orders for approved wholesale customers. Credit Card payments are made directly through the (IPAY limited) transaction processor software to ensure your personal details are kept safe. None of your payment details are stored - this ensures you will be happy with the security of your transaction.

Returned merchandise and refund policy

If a School has been deregistered or closed for any other reason, the flagstaff will be returned to our offices. They MUST be unopened, and in the original packaging.

Then and only shall we offer a refund to the sponsor if the product returned to us is unused and not damaged.

We aim to provide Schools with quality long lasting products to satisfy these needs.

If you have any complaints about any of our products and/or services, please email us at info@flags4schools.co.ke

We will answer your emails as quickly as possible. This is our promise to you because your satisfaction is our primary concern.

We advise all our customers to review this policy page frequently as this Policy may be amended by us at any time without specific notice to you. The latest Policy will be posted on this site and you should review this Policy prior to using this site.