



Hard Knocks, LLC. Terms and Conditions

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Hard Knocks, LLC. Privacy Policy

Personal Information

Hard Knocks, LLC. only collects personal information when you request our services and only uses the information collected to provide those services for you and keep you apprised of news and upcoming events. If you choose to make a purchase, you will be asked to provide contact information (such as your

name and shipping address) and financial information (such as your credit card number and expiration date). This information is used for billing purposes and to process your order. Hard Knocks, LLC. handles all of this data with the utmost confidentiality.

Third Parties

Any personal information provided will not be traded, rented, sold or otherwise shared with anyone outside of Hard Knocks, LLC., or used for reasons beyond those contemplated in this statement. From time to time, we may engage third parties to process your information on our behalf; however, none of Hard Knocks, LLC. affiliates (such as our credit card company) have permission to retain, share, store or use personal information for any reason other than providing the requested service.

Security

To prevent unauthorized access, disclosure and improper use of your information, we have established appropriate physical, electronic, and managerial safeguards to protect the information we collect in accordance with our privacy policy.

Hard Knocks, LLC. Refund/Cancellation Policy

Return Policy

If you are dissatisfied for any reason you may return any time purchased at Hard Knocks within seven (7) days of purchase for a full refund providing that no time has eroded from the account. Transactions older than seven (7) days, or that have been partially used are not valid for refund and are considered final. All tangible merchandise sales are not valid for refund and are also considered final.

Returned items must be in NEW condition and in the original Hard Knocks packaging. All returned products are subject to a 15% administrative fee and will require the purchaser to ship the items to Hard Knocks, LLC. at the customers' expense. Hard Knocks, LLC. will not be responsible for the cost of returned items that were sent incorrectly, or shipping costs associated. Please email us at returns@hardknocksorlando.com to process a return.

Cancellation policy

Orders must be cancelled at least 3 business days in advance of recording/ship date to qualify for a refund.

Hard Knocks, LLC. Shipping & Handling

Shipping

All tangible items are shipped USPS Priority Mail (unless requested otherwise by cardholder) within 48 hours of your purchase. Any non-tangible items will be added to your account within 24 hours of your purchase. We do not ship over the weekend. Purchases will be delivered to the shipping address designated in the electronic transaction.