

WheelhouseW10 Uniform Co - Legal Policies Document

WheelhouseW10 Uniform Co Canadian Head Office: 384 Campbell St, Cobourg, ON K9A 4C2 Email: WheelhouseW10@gmail.com

Part I: Privacy Policy

Effective Date: November 19th, 2025

WheelhouseW10 Uniform Co ("WheelhouseW10," "we," "us," or "our") is committed to protecting the privacy of your personal information. As a Canadian corporation with US registration, we comply with the **Personal Information Protection and Electronic Documents Act (PIPEDA)**, and, where applicable, relevant US laws, including the **California Consumer Privacy Act (CCPA) as amended by the CPRA**.

This policy describes how we collect, use, disclose, and protect the personal information of our customers and website visitors on our Site: www.WheelhouseW10.com

1. Information We Collect

We collect personal information to provide you with uniforms and services, improve our offerings, and manage our business operations.

Category of Information	Examples of Data Collected	Purpose of Collection
Contact & Identification	Full name, Company/Organization Name, Email address, Phone number.	Order fulfillment, account management, and customer service.
Transaction & Financial	Shipping and billing address, purchase history, payment method details (processed by secure third-party payment processors).	To process and complete your uniform purchases and prevent fraud.
Usage & Technical	IP address, browser type, operating system, unique device identifiers, referring pages, pages viewed, time spent on the Site.	To maintain site security, optimize performance, and conduct analytics.
Marketing & Preferences	Subscription status, marketing channel preferences, responses to surveys.	To send promotional materials (with consent) and understand customer interests.
Professional/Employment	Job title, organizational sector, specific uniform requirements (if ordering for a business).	To process bulk/corporate orders and ensure correct uniform issuance.

2. 💡 Legal Basis for Processing (PIPEDA & GDPR)

We process your personal information based on:

- **Consent:** Where you have explicitly given us permission (e.g., newsletter sign-up).
- **Contractual Necessity:** When processing is necessary to fulfill an order, ship products, or manage your account.
- **Legitimate Interests:** To improve our products/services, conduct internal analytics, or prevent fraud.
- **Legal Obligation:** To comply with applicable Canadian and US laws and regulations.

3. 🤝 Sharing and Disclosure of Personal Information

We will **never sell** your personal information for monetary consideration. We may share or disclose your personal information with the following parties, subject to strict confidentiality agreements:

- **Service Providers:** Payment processors, shipping and logistics carriers, marketing, and IT providers.
- **Legal Compliance:** When required by law (e.g., subpoena, court order).
- **Business Transfers:** In connection with a merger, sale, or acquisition.

4. 🌐 Cross-Border Data Transfer

As a Canadian company with a US registry, your information may be stored or processed in both **Canada** and the **United States**. By using our Site, you acknowledge and agree to this transfer, storage, and processing. We ensure comparable levels of protection are in place for international transfers.

5. Rights and Choices

- **PIPEDA (Canada) Rights:** Right to Access, Right to Correction, and Right to Withdraw Consent.
- **CCPA/CPRA (California) Rights:** Right to Know, Right to Delete, and Right to Opt-Out of Sharing/Sale (for California residents).

To exercise these rights, please contact our Privacy Officer (see Section 9).

6. 🛡️ Data Security

We use commercially reasonable physical, technical, and administrative safeguards, including **SSL/TLS encryption** and **PCI DSS compliant** environments, to protect your personal information.

7. 🍪 Cookies and Tracking Technologies

We use cookies to operate the Site, remember preferences, and provide personalized content. You can manage your cookie preferences through your browser settings.

8. ✉️ Children's Privacy

Our Site is not intended for individuals under the age of majority. We do not knowingly collect personal information from children without appropriate legal consent.

9. 📞 Contact Our Privacy Officer

To exercise any of your rights or ask questions about this policy:

Contact Role Company Name

Contact Method

Privacy Officer WheelhouseW10
Uniform Co

Email: WheelhouseW10@gmail.com

**Mailing Address: 384 Campbell St, Cobourg, ON
K9A 4C2**

10. 🖋️ Changes to this Policy

We may update this Privacy Policy periodically. We will post the revised version on this page and update the "Effective Date."

Part II: ⚖️ Terms and Conditions of Use

Effective Date: [Insert Date]

These Terms and Conditions ("Terms") govern your use of the Site and the purchase of products from WheelhouseW10 Uniform Co. By accessing or using the Site, you agree to be bound by these Terms and the Privacy Policy above.

1. 🙋 Eligibility and Account Creation

By using this Site, you confirm you are at least the age of majority in your jurisdiction. You are responsible for all activities that occur under your account and password.

2. 💰 Product Orders, Pricing, and Payment

- **Order Acceptance:** All orders are subject to WheelhouseW10's acceptance, which we may refuse or cancel at our discretion.
- **Pricing and Currency:** Prices are subject to change without notice and transactions are processed in the currency indicated on the Site.
- **Payment:** You agree to provide accurate and complete payment information.

3. Shipping and Delivery

- **Shipping Policy:** Shipping and delivery dates are estimates only. Risk of loss passes to you upon our delivery to the carrier.
- **Duties and Taxes:** For non-Canadian shipments, you are responsible for any applicable import duties, taxes, or customs fees.

4. Returns, Exchanges, and Refunds

The terms governing returns, exchanges, and refunds are detailed in our separate **Returns and Shipping Policy** (Part III below). By placing an order, you agree to be bound by that policy.

5. Product Information and Warranty

- **Product Accuracy:** We strive for accuracy in product display, but we cannot guarantee your device's display accuracy.
- **Disclaimer of Warranties:** All products and services are provided "as is" and "as available," without any express or implied warranties, including merchantability or fitness for a particular purpose.

6. Intellectual Property Rights

The Site and its entire contents are owned by WheelhouseW10 Uniform Co or its licensors and are protected by Canadian and international intellectual property laws. You may not use our trademarks without our written consent.

7. Limitation of Liability and Indemnification

- **Limitation of Liability:** WheelhouseW10 shall not be liable for any injury, loss, or any direct, indirect, incidental, punitive, or consequential damages arising from your use of the Site or products.
- **Indemnification:** You agree to indemnify and hold harmless WheelhouseW10 from any claim or demand made by a third-party due to your breach of these Terms or violation of law.

8. Governing Law and Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of the **Province of Ontario, Canada** and the **federal laws of Canada** applicable therein. You agree that any legal action shall be instituted in a provincial or federal court sitting in **Cobourg, Ontario, Canada**.

9. Changes to Terms and Severability

We reserve the right to update these Terms by posting changes to the Site. Your continued use constitutes acceptance of the changes. If any provision is found to be void or unenforceable, the remaining provisions will remain in full force.

10. Contact Information

Questions about the Terms and Conditions should be sent to us at:

WheelhouseW10@gmail.com or by mail to: **384 Campbell St, Cobourg, ON K9A 4C2**.

Part III: Returns and Shipping Policy

Effective Date: [Insert Date]

This Returns and Shipping Policy governs the shipment of orders and the process for returning or exchanging products purchased from WheelhouseW10 Uniform Co ("WheelhouseW10," "we," "us," or "our").

1. Shipping Policy

A. Processing Time

All orders are custom and require approximately three (3) weeks to process from the time of submission. This processing time is necessary for uniform creation and quality assurance. This time does **not** include shipping transit time. Any specific changes or complex bulk corporate uniform orders may require longer processing times, which will be quoted upon order confirmation.

B. Shipping Methods and Costs

We offer various shipping options through trusted carriers (e.g., General Mail, FedEx, USPS, UPS, Canpar). Shipping costs and estimated delivery times are calculated at checkout based on the destination, weight, and chosen service.

C. Delivery Time Estimates

Delivery times provided at checkout are estimates only. WheelhouseW10 is not responsible for delays caused by the carrier, customs clearance, or unforeseen circumstances.

D. International Shipping (USA & Other Destinations)

Customs and Duties: All import duties, customs fees, tariffs, and taxes are included in the total price paid at checkout. WheelhouseW10 Uniform Co handles the payment of these charges to ensure a smooth delivery experience for the recipient (customer).

- **Risk of Loss:** The risk of loss and title for all products pass to you upon our delivery to the carrier at our Canadian or USA facility.
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2. Return and Exchange Policy

We want you to be satisfied with your WheelhouseW10 uniforms. Please review the following conditions for returns and exchanges carefully:

A. Eligibility Window

Defective Products may be exchanged within **[14days] days** of the original delivery date.

B. Condition of Goods

To be eligible for a return or exchange, all products must meet the following criteria:

- Must be in **new, unworn, unwashed, and unused condition.**
- Must have all **original tags and labels attached.**
- Must be free of dirt, pet hair, deodorant marks, odors (including smoke), or any other signs of wear.

C. Non-Returnable Items

The following items are final sale and **not** eligible for return or exchange:

- Items marked as **Final Sale** or **Clearance.**
- Any product that has been **customized, embroidered, or specially altered** for an individual or organization (unless the customization was flawed due to our error).
- Undergarments or items used in direct contact with skin (for hygiene reasons).

D. Return Process

1. **Request:** Contact us at **WheelhouseW10@gmail.com** with your original order number and the reason for the return/exchange.
2. **Authorization:** We will provide you with a Return Merchandise Authorization (RMA) number and instructions for shipping the item back to our facility. Returns sent without a valid RMA number may be refused.
3. **Shipping:** You are responsible for the cost of return shipping. We recommend using a trackable shipping service. WheelhouseW10 is not responsible for items lost or damaged during return transit.

E. Refunds

- Once your return is received and inspected, we will notify you of the approval or rejection of your refund.
- Approved refunds will be processed back to your original method of payment within **7–10 business days**.
- Original shipping costs are non-refundable.

F. Exchanges

If you require a different size or colour for an eligible item, please follow the return process above. We will process your desired item as a new order once your original item is approved for a refund, or we may hold the refund until the new order ships.

3. Contact for Shipping and Returns

For questions regarding shipping, returns, or exchanges, please contact us:

Contact Role	Company Name	Contact Method
Customer Support	WheelhouseW10 Uniform Co	Email: WheelhouseW10@gmail.com
		Mailing Address: 384 Campbell St, Cobourg, ON K9A 4C2