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## **Shipping & Delivery**

Currently, most items on this mobile and tablet website and applications are listed as free shipping. This will not last forever but currently it is our mobile/tablet policy. Shipping usually takes 3-5 days for smaller items, 7-10 days for furniture and 2-3 weeks for large furniture like bookcases, tables over 8 feet and so on.

## **Privacy & Security**

At no time will Antiques on Old Plank Road, LLC, distribute your information to any outside third party source or marketing company. We provide complete security and privacy with your purchase. Your information is only transferred to shipping companies or other agents to fulfill your delivery and shipping of your purchase. If you are concerned about private information being transferred to delivery and shipping carriers, please contact [steve@oldplank.com](mailto:steve@oldplank.com).

## **Returns & Replacements**

If your order is damaged during shipping, please contact us ASAP by either email at [webstore@oldplank.com](mailto:webstore@oldplank.com) or 312-714-3000 within 48 hours of receiving the merchandise. This is very important since we do insure our antiques and vintage items during shipping. Any item that is damaged will get replaced and/or repaired to the customer's satisfaction. Please keep all boxes and shipping material if an item was damaged or a return might be necessary.

## **Ordering**

Our website, mobile and tablet applications use the state of the art software and security protection. We do not keep any credit card sensitive information whatsoever. Your credit card information is routed through a safe and secure server company called Authorize.Net and they are the only company that verifies and stores your information while the transaction takes place. Your order is 100% secure along with your credit card purchase and information.

## **Payment, Pricing & Promotions**

Payment is expected in full before items are delivered. Pricing may change from time to time and Antiques on Old Plank Road has the right to change pricing at any time and for any reason.

Questions or concerns? Call us at 312-714-3000.

## **Viewing Orders**

To view any and all orders that you have placed on our E-Commerce system, log-in with your account information. If you signed in as a "Guest", your information will not be available on this system. Please call us during normal business hours at 312-714-3000.

## **Updating Account Information**

Can be achieved by logging into your account. Credit card information cannot be saved and/or changed since we don't save any information after the transaction is complete after authorization.