

## **Terms and Conditions**

### **Introduction:**

The Queens Community House Virtual Closet is a non-profit organization that provides free clothes as a service to our community. Please read carefully through the following terms and conditions before utilizing this site. You may use this website only on the condition that you agree to all the terms and conditions set below and by doing so, you are indicating that you have read and agreed to all terms and conditions. If you do not agree to the terms and conditions, do not access nor utilize this site. These terms may and will govern your use of this platform. We reserve the right to adjust or correct the Terms and Conditions from time to time without notice. Your continued utilization of our website following the posting of changes to these terms and conditions will mean you acknowledge those changes.

### **Restrictions & Limitations:**

Due to the limited amount of stock for each item, every individual can acquire a maximum of 3 orders with 3 items per order. This restriction is refreshed every year. It is requested that you not order more than one item per category due to the limited amount of stock. However, if you are in need to do so, you will need to submit a note at the “add a note” section on the “cart” page explaining your reasoning and the management team will proceed to review the situation. Please keep in mind that a note is necessary for orders that do not conform to the restrictions and limitations conditions, and any such order without that note will be canceled.

### **Shipping, Pick-Up, Cancellations, Returns, and Exchanges:**

If, for any reason, you wish to cancel your order, kindly do so before the processing or shipment of the items. The shipping process usually takes 4-7 business days. Please note that we cannot be

held responsible for any items lost during the shipping process. Some orders may require mandatory pick-up and will not be shipped. You also have the option to pick up your products at our physical store location after placing the order. Please ensure that you come during office hours for pickup, which are on weekdays from 9:00 a.m. to 5:30 p.m., valid for two weeks. To cancel your order, you can contact us via phone or email using the provided contact information on our website. If you are unable to pick up your order within the scheduled time, please reach out to us to reschedule; otherwise, the items will be put back for resale. Once you've received your order, cancellation will not be possible. Moreover, if you encounter any dissatisfaction with your order upon receipt or if there was a delivery error, you have a 30-day window to return or exchange the garments in their original packaging. Please ensure the clothes are clean as we cannot accept dirty items for return. Our staff will not approve any returns or exchanges after the 30 days specified in our policy.

**Donation:**

All garments must undergo a thorough washing and cleaning process before they can be accepted. If any clothing items are damaged or emit an odor, regrettably, we cannot accept them. If you plan to donate torn clothing, kindly attempt to mend them discreetly, as we are unable to accept visibly damaged items. Moreover, we kindly request that you diligently remove any stains from the clothes before donating them to us. We also want to inform you that we cannot accept any used undergarments as donations; all undergarment clothing must be packaged and unused to be eligible for acceptance.

**Disclaimer for Wash Care, Size, & Allergies to Clothing/Items:**

We offer a diverse range of clothing and items crafted from various materials, all of which are specified on our website. Before making a purchase, we strongly recommend reading and

acknowledging the information provided about each item. It's crucial to be aware of the clothing materials used, so you can make informed choices. If you have any queries about specific clothing or items you're interested in, please don't hesitate to contact us via phone or email before placing an order. We want to ensure you have a seamless shopping experience and are happy to address any concerns you may have. It is essential to note that we cannot be held accountable for any incidents related to allergies, so please exercise caution if you have any known sensitivities to certain materials. Furthermore, some of our clothing may be in Asian sizing, which tends to run smaller than US sizing. If you're uncertain about the fit of a particular item, kindly reach out to us for assistance before ordering. We would like to inform you that all the clothes in our virtual closet have been donated. Therefore, we strongly advise washing the garments before use. Upon receiving your order, please follow the instructions on the label to clean them appropriately, as we cannot guarantee the conditions they may have encountered before being donated. Your safety and satisfaction are our top priorities, and we appreciate your understanding in this matter.

**COVID-19 Tests:**

Please make sure you show us that you are vaccinated to Covid-19 since there are still chances of getting sick. Otherwise it's mandatory to bring a negative Covid test to ensure the safeties of our workers.

**Disclaimer of Warranty & Limitations of Liability:**

The Queens Community House Virtual closet makes no warranty of any kind, expressed or implied. This service like any other cannot guarantee to be without any error, or be operational at all times. Except as written in this agreement or as required by the law, you agree that The Queens Community House Virtual Closet is not responsible for any damage done to your product

by you or by the delivery services. The maximum liability will be limited to the refunding of the customer by the price paid for the product, which is nothing. We cannot and will not guarantee that the website is free of any malware or virus. Using the site is at your risk and responsibility.

### **Privacy Policy**

At Queens Community House (QCH), we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, and safeguard your data when you interact with Queens Community House's Virtual Closet, a service aimed at enhancing the customer experience while supporting our nonprofit initiatives.

#### Information We Collect:

When you use Queens Community House's Virtual Closet, we may collect the following types of personal data:

- a. Account Information: To provide you with a seamless experience, we may retain information related to your purchases, account details, and preferences entered into our platform.
- b. Login Information: When availing specific services, our system may request your login information to optimize support for your satisfaction.
- c. In-Store Services: For in-store service requests, we may ask for contact details such as your name, email, telephone number, shipping, and billing address. In some instances, physical characteristics like weight, height, and body measurements may be collected to tailor our services better.
- d. Optional Advertising Services: We offer optional advertising services that may be sent directly to you to promote products, events, or other relevant services.

## Use of Personal Data:

We use the collected data for the following purposes:

- a. **Enhancing Customer Experience:** The information helps us tailor our services to meet your preferences, size, fit, and satisfaction level.
- b. **Internal Record Keeping:** We maintain a record of your purchases and interactions with Queens Community House's Virtual Closet for operational purposes.
- c. **Promotional Communication:** With your consent, we may send promotional emails about products, events, or services that align with your interests.
- d. **Non-Profit Business Support:** Your engagement with Queens Community House's Virtual Closet contributes to our non-profit initiatives, enabling us to create positive impacts in our community.

## Data Sharing:

Queens Community House does not share your personal data publicly or privately with any third-party clients. We are committed to maintaining the confidentiality and integrity of your information.

## Your Rights:

As a user of Queens Community House's Virtual Closet, you have certain rights regarding your personal data:

- a. Access Request: You have the right to request access to the personal data we hold about you.
- b. Data Correction: If you believe any of your personal data is inaccurate or incomplete, you have the right to request corrections.
- c. Consent Withdrawal: You can withdraw your consent for data processing at any time.

**Data Security:**

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, alteration, disclosure, or destruction.

**Children's Privacy:**

Queens Community House's Virtual Closet is not intended for children under the age of 13. We do not knowingly collect personal data from children.

**Changes to Privacy Policy:**

We may update this Privacy Policy from time to time. The latest version will be posted on our website, and any significant changes will be communicated to you via email.

**Contact Information:**

For further inquiries or requests, you can contact us at:

[customerservicevirtualcloset@gmail.com](mailto:customerservicevirtualcloset@gmail.com)

(347) 571-0000.

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