

## **Temple Irrigation - Policies & Statements**

### **1. PRIVACY POLICY**

This privacy policy discloses the privacy practices for: **Temple Irrigation** This privacy policy applies solely to information collected by **Temple Irrigation**. It will notify you of the following:

- What personally identifiable information is collected from you, how it is used and with whom it may be shared;
- What choices are available to you regarding the use of your data;
- The security procedures in place to protect the misuse of your information; and
- How you can correct any inaccuracies in the information.

### **INFORMATION COLLECTION, USE, AND SHARING**

We are the sole owners of the information collected. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell, share or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to ship an order.

With your consent, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy. You may opt out of any future contacts from us at any time.

### **YOUR ACCESS TO AND CONTROL OVER INFORMATION**

You can do the following at any time by contacting us via our email address or phone number:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any personal database information we have about you.
- Express any concern you have about our use of your data.

### **SECURITY**

We take precautions to protect your information. When you submit sensitive information, your information is protected both online and offline.

Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for "https" at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

## **UPDATES**

Our Privacy Policy may change from time to time and all updates will be available by contacting us.

If you feel that we are not abiding by this privacy policy, you should contact **Matthew Temple** immediately via telephone at: **306 540 3392** or via email @ **Templeirrigation@gmail.com**

## **COOKIES**

We use "cookies" on this site. A cookie is a piece of data stored on a site visitor's hard drive to help us improve your access to our site and identify repeat visitors to our site. For instance, when we use a cookie to identify you, you would not have to log in a password more than once, thereby saving time while on our site. Cookies can also enable us to track and target the interests of our users to enhance the experience on our site. Usage of a cookie is in no way linked to any personally identifiable information on our site.

## **LINKS**

This web site contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

## **3. TERMS & CONDITIONS**

***By using our services, you agree to the following terms:***

### **Service Scope**

Temple Irrigation provides residential and commercial irrigation system services, including installation, maintenance, repair, design, and winterizing

### **Pricing & Estimates**

- All estimates are subject to change based on site conditions.
- Prices quoted are valid for 30 days unless otherwise specified.
- All work is subject to customer approval before proceeding.
- A 40% deposit is required to confirm booking for any estimated project or project over \$1000

## **Client Responsibilities**

- Ensure clear access to the property and irrigation system.
- Notify us in advance of any underground utilities not marked.
- Be available or have a decision-maker on-site during appointments.

## **Warranty**

- Workmanship is covered by a 1-year limited warranty unless otherwise stated.
- Damage caused by third parties, freezing, neglect, or tampering is not covered.

## **4. Refund Policy**

We stand behind our work and want our customers to be satisfied.

### **Refund Eligibility**

- If a prepaid service is canceled with 24+ hours notice, a full refund will be issued. - If the work is unsatisfactory or incomplete, we will return to correct the issue at no charge before any refund is considered.
- No refunds will be issued once the work has been completed and approved on-site.

### **Non-Refundable Items**

- Service call fees once a technician has arrived on-site.
- Labor or materials already used.
- Missed appointment/no-show fees.

*For refund requests, please contact [TempleIrrigation@gmail.com](mailto:TempleIrrigation@gmail.com) within 7 days of the service date.*

## **Late Payment Policy**

Payments not received within 30 days of the due date may be subject to a late fee of 2% per month (or \$25, whichever is greater) applied to the outstanding balance until payment is received in full.

### **4. Contact Information**

Matthew Temple - Owner  
TempleIrrigation@gmail.com  
306 540 3392

Thank you for choosing Temple Irrigation - Professional service you can trust!