

Duke's Sporting Goods Privacy Policy

What information do we collect?

We collect information from you when you register on our site or place an order.

When ordering or registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone number or credit card information.

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To personalize your experience

Your information helps us to better respond to your individual needs.

- To customize advertising

We may display targeted advertisements based on personal information.

- To send periodic emails

The email address you provide for order processing, may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc.

Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

How do we protect your information?

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.

After a transaction, your private information (credit cards, financials, etc.) will not be stored on our servers.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information.

This does not include:

- Trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential.

- Situations when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety.

Third party links

Occasionally, at our discretion, we may include or offer third party products or services on our website.

These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

Childrens Online Privacy Protection Act Compliance

We are in compliance with the requirements of COPPA (Childrens Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

Your Consent

By using our site, you consent to our privacy policy.

Return Policy

Due to high degree of product customization, all returns are dealt with on a case by case. If you have a return question or concern please contact us at tcarter@dukes-sportinggoods.com.

Return Request

If you need to return a product, please email us at tcarter@dukes-sportinggoods.com. Our Duke's Sporting Goods support team will guide you through all of your questions and concerns.

Return Shipping

If you are returning a product, you will be responsible for arranging shipment. If your product arrives damaged, incorrect size, or personalized incorrectly, please contact tcarter@dukes-sportinggoods.com. We will arrange to have your issue solved immediately.

Please allow up to 14 days from when your return is received for us to process your credit or refund.

Cancellation Policy

Orders may be cancelled or edited while your organization or team store is open. The Store Open and Close Dates are located at the top of your store for reference. We unfortunately cannot cancel or edit orders after this date because these products will have already been sent for personalization.

Delivery Policy

The method of delivery depends on the organization/team. Some orders will be delivered directly to the team or organization and sent out in bulk. Others will be picked up at the store individually. Shipping is only available upon special request. Orders are normally delivered or available for pick-up within 21 days of the 'team store' Close Date. If you have any questions as to when your items will be ready, email us at tcarter@dukes-sportinggoods.com.