

Privacy Policy

Effective Date: 05/05/2024

[Guava Tree] ("we," "our," or "us") is committed to protecting the privacy of our customers and website visitors. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you visit our restaurant, use our website, or interact with us.

1. Information We Collect

We may collect the following types of personal information:

a. Information You Provide:

- Name, phone number, email address
- Reservation details
- Feedback or reviews
- Payment information (processed securely via third-party providers)

b. Information Collected Automatically:

- IP address
 - Browser type
 - Device information
 - Cookies and usage data when visiting our website
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2. How We Use Your Information

We use your information to:

- Process reservations and online orders
 - Respond to inquiries or customer service requests
 - Improve our services, website, and customer experience
 - Send occasional promotions or marketing communications (with consent)
 - Comply with legal obligations
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3. Sharing Your Information

We do not sell your personal information. We may share it with:

- Trusted service providers (e.g., payment processors, reservation platforms)
 - Legal authorities when required by law
 - Marketing tools (only with your consent)
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4. Cookies and Tracking Technologies

Our website may use cookies to enhance user experience, analyze traffic, and remember preferences. You can modify your browser settings to manage or block cookies.

5. Data Security

We implement appropriate technical and organizational measures to protect your personal information. However, no method of transmission over the Internet is 100% secure.

6. Your Rights and Choices

Depending on your location, you may have the right to:

- Access or correct your personal information
- Request deletion of your data
- Opt-out of marketing communications
- Lodge a complaint with a data protection authority

To make a request, please contact us using the information below.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The updated version will be posted on this page with the effective date.

9. Contact Us

If you have questions or concerns about this Privacy Policy, please contact us at:

Guava Tree Tin Can Alley

6110 Alameda BLVD NE #7, ABQ, NM, 87113

505-319-5813

Merchant Refund Policy

Effective Date: 05/04/2024

Merchant Name:Guava Tree

Contact Email:Diegobarbosatca@gmail.com

Phone Number:505-319-5813

At **Guava Tree**, we strive to ensure customer satisfaction with every purchase. This Refund Policy outlines the terms under which refunds are issued.

Eligibility for Refunds

Refunds may be granted under the following conditions:

1. **Product or Service Not Received:** If the customer did not receive the product or service due to merchant error.
 2. **Incorrect Item Sent:** If the customer receives a product different from what was ordered.
 3. **Service Issues:** If a service provided was not delivered as described or failed due to merchant fault.
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Refund Request Process

To request a refund, the customer must:

1. Submit a refund request within **[1]** of purchase.
2. Provide proof of purchase (receipt, order number, etc.).
3. Include details of the issue (e.g. photos of the damaged item, description of the service problem).

Requests should be sent to:

Diegobarbosatca@gmail.com

Refund Approval and Issuance

- Refund requests will be reviewed within **[5–10] business days**.

- If approved, the refund will be processed using the original payment method.
 - Refunds typically appear in the customer's account within **[5–10] business days**, depending on the financial institution.
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Non-Refundable Items and Services

Refunds will not be issued for:.

- Services rendered in full
 - Gift cards.
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Chargebacks

If a customer initiates a chargeback without first contacting us to resolve the issue, we reserve the right to dispute the chargeback and may deny future service.

Policy Updates

We reserve the right to update this Refund Policy at any time. Customers will be notified of significant changes via our website or email.