

## ANGELO'S WINE BAR PRIVACY, REFUNDS, DELIVERY, RETURN & CANCELATION POLICIES

Graham Restaurant Group, LLC, DBA Angelo's Wine Bar owns and manages the domains [www.angeloswinebar.com](http://www.angeloswinebar.com) and [www.angeloschicago.com](http://www.angeloschicago.com), which are hosted by and registered with [www.wix.com](http://www.wix.com). This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of the Site.

We use your Personal Information only to provide you with our product and service of food, beverage and the carryout and delivery thereof. By using the Site, you agree to the collection and use of your personal information in accordance with this policy. Your personal information is never shared or sold. Your credit card information is never stored or visible to our restaurant or employees. We subscribe to Wix.com and utilize their menu and payment platform. To which we upload our products, their descriptions, and images (menu), services (Delivery & Carryout), prices, fees, and taxes. All of which are stated in United States currency (USD). Wix.com recommends and partners with several credit card payment processors. Their partner, Stripe.com, processes all credit card payments on our behalf and remits your payment to our restaurant bank accounts via the Automated Clearing House (ACH, a U.S. financial network used for electronic payments and money transfers).

### Information Collection and Really Do not Use

While using our Site, we may ask you to provide us with certain personally identifiable information that can be used to contact, deliver, or identify you. Personally, identifiable information may include, but is not limited to your name, address, and phone number. This information is NEVER shared or sold to anyone by Angelo's Wine Bar, LLC. Nor is your information used for marketing purposes, emails, phone calls or otherwise.

### Log Data

UNLIKE many site operators, we do not collect information that your browser sends whenever you visit our Site ("Log Data"). This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics. In addition, we may use third party services such as Google Analytics that collect, monitor, and analyze this ... HONESTLY, WE HAVE NOT IDEA WHAT THIS STUFF IS!

### Cookies

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive. UNLIKE many sites, we do not use "cookies" to collect information. ACTUALLY, WE BAKE THEM, EAT THEM AND SELL THEM. We are not sure what a website cookie even looks like or what to do with them. We will not send you any cookies unless your order and pay for one.

### Security

The security of your Personal Information is important to us but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security. If your personal information is hacked it will not be from our server, because we do not have one and we do not store your credit card information.

### Discretion

Most importantly we promise to never tell your significant other you were eating and drinking at our establishment in their absence or with an attractive, unidentified, unnamed 'friend'.

### Changes to This Privacy Policy

This Privacy Policy is effective as of December 25, 2020 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page. We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy. If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

### Contact Us

If you have any questions about this Privacy Policy, please contact us:

|                         |  |
|-------------------------|--|
| Email:                  | <a href="mailto:contactus@angeloswinebar.com">contactus@angeloswinebar.com</a> |
| Phone:                  | (773)539-0111  |
| Swing by for a Cocktail | 3026 W. Montrose Avenue, Chicago, IL 60618                                     |

### **REFUND POLICY**

If you have any issues regarding our food, beverage, or service please refer to the following:

- 1) If you do not like the food for any reason, do not get upset; just let us know and we will replace it AND refund to your credit card for the inconvenience. We will not ask you to return the item.
- 2) If you are missing an item that you ordered, we will offer to deliver it to you immediately without charge. If you were charged for the item AND did not receive it, we will deliver you the item free of charge for the inconvenience.
- 3) Our Bottled wines come with a 100% guarantee. If, for whatever reason, you do not like the wine our staff will be happy to drink it and get you a different one.

### **DELIVERY POLICY**

We do everything possible to deliver your order in the timeframe quoted. However, this is Chicago and traffic can suck. Not to mention that those of us in the restaurant business live at or just above the poverty level and our automobiles are not the most reliable. Give us 15 minutes plus or minus, before going off the deep end and screaming that your order is an hour late. We time stamp all our orders and know exactly how long it took us to deliver. Of course, if we go beyond our quoted time frame, we are more than happy to compensate you for the inconvenience via a partial refund, or a gift certificate for your next order.

### **RETURN POLICY**

We do not accept returns, either before or after eaten. Our product is perishable. Again, if for whatever reason you do not like our product, throw it in the garbage, and we will replace it, bring you something different, refund your payment, or provide you a gift card for next time.. whichever you prefer.

### **CANCELATION POLICY**

You can cancel your reservation, carryout order, delivery order at any time. You will not be charged, period.

### **CUSTOMER SERVICE CONTACT INFORMATION**

For any issues regarding refunds, delivery, returns or cancelations please contact:

Email: [Contactus@angeloswinebar.com](mailto:Contactus@angeloswinebar.com)  
Phone: (773) 539-0111  
Or stop in for a cocktail: 3026 W. Montrose Ave., Chicago, IL 60618

(Or just slam us on Yelp, Google, Bing, Facebook or Insta)