

OUR POLICIES

Immanuel Agency, Inc. has implemented the following policies for the security, protection, and satisfaction of our clients and our employees.

Privacy Policy: Your privacy is very important to us. When you fill out a form in writing or on the Immanuel Agency, Inc./Gonynanny.com website, we collect certain information, for example your name, address, telephone number(s), credit card number, and email address. We may use this information to better respond to your individual needs and personalize your experience, improve our website, process transactions, send periodic emails regarding business transactions or company news and updates, or to administer surveys or promotions.

Immanuel Agency, Inc./Gonynanny.com does not sell, trade, or otherwise transfer to outside parties any of your personally identifiable information. This does not include our trusted third parties who assist us in the operation of our website, conducting our business, or servicing you, as long as those parties also agree to keep this information confidential.

When we believe it necessary to comply with the law, enforce our website policies, protect rights, property, or safety, we may release your information.

Immanuel Agency, Inc./Gonynanny.com has no responsibility or liability for the content and activities of third party sites whose products or services we offer on our website. We do, however, welcome feedback about these other sites as a means to protect the integrity of our own website.

By using our site, you consent to our Privacy Policy. Changes to the Immanuel Agency, Inc./Gonynanny.com website will be posted on this page. Please contact us using the information below if you have any questions regarding this policy.

Security Policy: Immanuel Agency, Inc./Gonynanny.com is a secure website that uses secure transmission methods. When you choose to purchase any of the products listed in our e-store, the process of inputting your credit card data is both private and secure.

Spam Policy: Immanuel Agency, Inc./Gonynanny.com is committed to protecting the privacy of our clients and employees. In the normal course of our business we communicate with clients and employees via electronic communications (email). We do not directly or indirectly transmit email messages to any email address that has not solicited and does not consent to such transmissions. We do not share our clients' and employees' email addresses with anyone. If you believe you have been "spammed" regarding our services, website or any other matter, please report this activity to us using the information below.

Return Policy: While we are confident you will be extremely satisfied with any item you purchase online from Immanuel Agency, Inc./Gonynanny.com, we recognize there may be times when you need to return an item for a refund or exchange. In the event an item we ship is damaged or defective, or we have shipped an incorrect item, we will be happy to offer you a full refund or exchange for your original online purchase. Call us at 1-212-594-2859 [insert a toll free number too, if you get one] within 14 days of the date of delivery to advise us of the damaged, defective, or incorrect product. We apologize, but we cannot assume responsibility for any item that may have been damaged during shipping or delivery.

You will need to obtain a return authorization number from us prior to returning an item for exchange or refund. Send an email to: Immanuel@gonynanny.com to request a return authorization number. Once you have received your return authorization number, re-package the item and ship it to the return address designated on the invoice, indicating if you wish to receive an exchange item or refund for the damaged/defective/incorrect merchandise. Please allow 2-4 weeks for your return to be received and processed. If you have requested a return shipment, please allow 4-6 weeks for the new item to arrive. If you require further assistance with a return or exchange, please email us at the email address noted above.

You can reach Immanuel Agency, Inc. by email: info@immanuelagencyinc.com or phone: 212-594-2859. Make an appointment to visit us at our new location: Immanuel Agency, Inc. 630 9th Avenue, Suite 405, New York, NY 10036. DCA License No. 1119193