

Privacy Policy:

Historic Deerfield, Inc. recognizes and respects the importance of maintaining the privacy of our customers, registered members and users. We will not sell, share, trade, rent or give-away any personal information that we receive regarding our customers. We may compile statistics about our visitors, customers, sales, or related data, but these statistics will not include any personal identifying information. The information we compile helps to improve our products and customer service, to communicate with you, and to process your orders.

The information collected is used solely to process your order and contact you later if the need arises.

We collect the following information:

- Name and Address (exactly as used with your credit card account)
- Phone Number
- Shipping Name and Address
- E-Mail

We do not collect or store any information related to your credit card. When you use your credit card for any purchase at the Historic Deerfield, Inc. that transaction is always encrypted when traveling over the Internet.

Unauthorized access and/or unauthorized attempts to change information on this website are strictly prohibited and punishable under the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act.

Your Consent:

By using our website, you consent to the filing and use of this information. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we keep on file and how we use it.

Refund Policy:

If you are not satisfied with your purchase, you may return the merchandise for a replacement, exchange or credit within 30 days of receipt. Shipping and handling charges will not be refunded. For gift returns, refunds are applied to the purchaser's account. When exchanging merchandise, please include the appropriate shipping and handling charge for your new order. Returns and exchanges can be arranged by e-mail at museumstore@historic-deerfield.org

Security Policy

The online transactions conduct by the Historic Deerfield, Inc. website is protected by security features, including encryption, designed to prevent the unauthorized release of your personal financial data. However, no transactions of data over the Internet or any other network can be guaranteed to 100% secure.

Shipping Policy:



All in-stock orders are shipped within 4 - 6 business days of the receipt of your order. We do not process or ship orders Saturdays, Sundays and major holidays. Domestic orders are shipped via Ground or United States Postal Service and are normally delivered within 7 to 10 business days. International Customers: Due to the high volume of fraudulent international orders all merchandise ordered must be phoned in and paid in full prior to shipping. Your order will be packed and weighed and we will contact you by e-mail or phone with the exact amount of shipping and handling. Additional tariffs, duties, or other non-routine custom brokerage charges to your country are the responsibility of the RECIPIENT due upon delivery. We cannot estimate or charge for these tariffs, duties or other non-routine customer brokerage charges. Please allow 4 - 5 weeks to process.

Memberships will be shipped separately from the Membership office. Please allow 3 - 4 weeks to process Memberships.