

Privacy Policy

Effective Date: March 28, 2025

LuckyStar Promotions ("we," "us," or "our") respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and store your information.

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, email address, phone number, and shipping address.
- **Payment Information:** Billing address and payment details (we do not store full payment information; payment details are processed via third-party payment platforms).
- **Website Usage Data:** IP address, browsing activity, and access times.

2. How We Use Your Information

We use the collected data to:

- **Process orders and provide customer support.**
- **Improve website functionality and user experience.**
- **Send promotional emails (you can opt out at any time).**
- **Comply with legal obligations.**

3. Information Sharing & Security

- **Sharing:** We do not sell or rent personal data, but we may share it with trusted third parties (e.g., logistics and payment providers) to complete transactions.
- **Security:** We use SSL encryption and security protocols to protect your data from unauthorized access.

4. Your Rights

You can request access, correction, or deletion of your personal data.

You may opt out of marketing emails via the "unsubscribe" link at the bottom of our emails.

5. Cookies & Tracking Technologies

We use cookies to enhance your browsing experience. You can manage cookie settings in your browser. If you disable cookies, some website

functionality may be impacted.

6. Updates to Privacy Policy

We may update this policy periodically. Any changes will be posted on this page with the effective date.

For privacy-related inquiries, please contact info@luckystarpromotions.us or call 951-906-1558.

Return Policy

Effective Date: March 28, 2025

We want you to be satisfied with your purchase. If you need to return or exchange an item, please follow our return policy guidelines.

1. Return Conditions

- Items must be returned within 30 days in unused condition with original packaging.
- Proof of purchase is required.
- Custom or clearance items are non-returnable.

2. Return Process

- **Request a Return:** Contact info@luckystarpromotions.us or call 951-906-1558 with your order number and reason for return.
- **Approval:** We will review your request within 3 business days and provide return instructions.
- **Shipping Back:** Return items using a trackable shipping method. Return shipping costs are the customer's responsibility unless the return is due to our error.
- **Refund or Exchange:** Once we receive your return, we will process the refund or exchange within 7 business days. Refunds will be issued to the original payment method.

3. Damaged or Incorrect Items

If you receive a damaged or incorrect item, contact us within 7 days for a replacement or refund.

4. Refund Policy

Refunds are processed via the original payment method within 7 business days.

Return shipping costs are non-refundable unless the return is due to an error on our part.

5. Policy Updates

We reserve the right to update this return policy at any time. Changes will be posted on this page.

For any return-related inquiries, please contact info@luckystarpromotions.us or call 951-906-1558.