

## Payment, Pricing, and Promotions

### Payment, Pricing, and Promotions

Find information about accepted payment methods, pricing, promotions, taxes, and payment issues.

#### Popular Topics

##### Unknown Sahara Eagle Payment Charges

An unknown Sahara Eagle charge is probably a digital service payment, a Sahara Eagle Pay transaction, or a bank authorization.

For help identifying the unknown charge, refer to the list of commonly seen descriptors on bank/card statements.

Descriptor	Type of Charge
Sahara Eagle.com POS Sahara Eagle Sahara Eagle Merchandise Sahara Eagle Marketplace Payments Sahara Eagle Marketplace US Sahara Eagle Marketplace NG	Charges related to a Sahara Eagle.com purchase
Sahara Eagle Fresh	Charges related to a Sahara Eagle Fresh (groceries, produce) order.

Unknown charges are, most of the time, explained by one of the following cases.

##### The unknown charge is a Sahara Eagle Payment.

If you subscribe to Sahara Eagle premium membership, you are charged monthly or annually, depending on the plan you choose.

##### The unknown charge is a bank authorization.

When you place an order, Sahara Eagle contacts the issuing bank to confirm the validity of the payment method. Your bank reserves the funds until the transaction is processed, or the authorization expires. This reservation appears immediately in your statement, but it isn't an actual charge.

##### RESOLVE A DECLINED PAYMENT

To protect your security and privacy, your bank can't provide Sahara Eagle with information about why your payment was declined. Contact your bank directly to solve these payment issues.

To determine why your payment was declined, consider the following, and, if necessary, contact your bank for more information:

- Have you exceeded your credit limit?
- Did you enter your credit card number, credit card expiration date, billing address, and phone number correctly in [SaharaEagle](#)?
- Is your purchase outside of your normal spending range? Some banks will block transactions due to security concerns.
- Does your issuing bank have special policies regarding electronic or internet purchases?

##### To retry a declined payment:

1. Go to Your Orders.
2. Do one of the following:
  - a. Try again with a different payment method, as follows:
  - b. Select **Change Payment Method** next to the order you want to modify.
  - c. Select another payment method from your account or submit a new card number and select **Confirm**.
  - d. Select **Retry Payment Method** next to the order.
1. Retry your current payment method by selecting **Retry Payment Method** next to the order.

For more information, see the authorization policy.

##### AUTHORIZATIONS

When you place an order, Sahara Eagle contacts the issuing bank to confirm the validity of the payment method. Your bank reserves the funds until the transaction is processed, or the authorization expires, but it isn't an actual charge.

Some banks call authorizations "pending" or "processing" charges. For more information on their specific policies regarding authorizations, contact the issuing bank.

## Payment, Pricing, and Promotions

Some authorization reasons:

- **Purchase authorizations:** When you place an order, we contact your bank for purchase authorization. We do it to verify your card or checking account but don't charge you until the order ships. Some banks may hold funds in your account for these authorizations even if the order is canceled. Orders from our Marketplace sellers may be charged at the time of purchase.
- **\$1 authorizations:** There are certain situations where we authorize your credit card for \$1.00. We do it to confirm your card has a valid number and hasn't been reported lost or stolen. This type of authorization may appear when:
  - You sign into your account after a long absence.
  - A new subscription or membership is started (such as Eagle's membership).
  - You placed a new order.
  - You have a Sahara Eagle Web Services or a Seller account.
  - You add a new credit card to your account.
  - An advance refund is issued for a return.
  - A replacement order has been created.

**Note:**

- Unused authorizations are always canceled and will be released according to your card issuer's policy.
- Contact your bank for further assistance with authorizations. They can clarify unavailable funds and how long they hold payment authorizations for online orders.

### Pending or processing charges for cancelled orders

Sahara Eagle charges your payment method when an order is shipped. If you have successfully canceled an order before it is shipped, an authorization might be visible on your bank account as a pending or processing charge for up to 5 business days. This is not a charge.

### An order was split and sent into multiple shipments or to multiple shipping addresses.

This order appears on your statement as separate charges. Since Sahara Eagle charges your payment method when the order is shipped, charges can appear separately on your bank account if your order was split into multiple shipments. You can use Your Transactions to match charge amounts and dates from your statement with the associated order number.

### Other common scenarios for unknown charges

- An order was placed by a family member, friend, or coworker with access to your card number.
- Additional cards are associated with the credit or debit account.
- A back-ordered or pre-ordered item shipped.
- A gift order shipped.

### TRACK YOUR PACKAGE

You can find tracking numbers and delivery updates in [SaharaEagle](#).

#### How to track your package

1. Go to [Your Order](#).
2. Find the order you want to track.
3. Select **Track Package** next to your order.
4. View all updates to track delivery progress.

If there are many items in your order, each may have separate delivery dates and tracking info.

### Find solutions to common delivery problems.

#### Your order hasn't shipped yet.

Check the estimated delivery date by selecting **Track Package** in [Your Order](#). If you're expecting the package today and don't see a status update, that's normal. Depending on the carrier, items may ship the same day they're delivered. If you're not expecting the package today, please wait for the tracking information to be updated.

#### Tracking information does not update.

The carrier may have more detailed information about your package. To track your package on the carrier website or contact them directly by reviewing before carrier contact information.

## Payment, Pricing, and Promotions

### Carrier Contact Information

We work with the following carriers to deliver items. If you have an issue with your delivery, you can contact the carriers directly.

#### Find your carrier

1. Visit [Your Order](#).
2. Select **Track Package**.
3. Find your carrier's name and tracking ID.

#### When to contact a carrier

- If you cannot find a package that shows as delivered in [Your Order](#).
- If your package will be delivered by another carrier than Sahara Eagle, you need to provide delivery instructions. Only Sahara Eagle can view the delivery instructions in Your Orders.

#### Tracking your package on the carrier's website

Some national carriers use regional carriers to deliver your package. When this happens, your tracking information might not be accurate on the national carrier website.

#### US common carriers

##### DHL Express

Phone: 1-800-225-5345

##### [FedEx](#)

Phone: 1-800-463-3339

##### [UPS](#)

Phone: 1-800-742-5877

##### [US Postal Service](#)

Phone: 1-800-222-1811

If tracking information is not available, **Review the Missing Tracking Information**

Sometimes, tracking information isn't available.

#### Orders Sold and Fulfilled by Sahara Eagle

A tracking number may not be on your order yet because it could still be on the way to the carrier. When the carrier scans your order the first time, you will have tracking details in [Your Order](#).

If no tracking is available and you need to return or exchange your order, wait for the estimated delivery date to pass. You'll be able to return or replace your order by visiting the

#### Sahara Eagle Online Return Center

##### Hassle-free returns are just a click away!

We understand that sometimes online purchases don't work out as planned. At Sahara Eagle, we want to make the return process as easy and convenient as possible for you. Here's everything you need to know about returning your online purchase:

##### Eligibility:

2. Most items purchased on Sahara Eagle Online can be returned within [number] days of delivery unless marked as non-returnable.
3. Items must be in their original condition, unworn, and unwashed, with all tags and packaging intact.
4. Some items may have specific return requirements, so please check the product listing for details.
5. Final sale items, personalized items, and items marked "non-returnable" cannot be returned.

##### Starting a return:

1. Visit the **Returns Center** on our website.
2. Sign in to your account and select the order you want to return from.

## Payment, Pricing, and Promotions

3. **Select the reason for your return:** Choose the reason from the available options, such as "incorrect item," "damaged item," or "change of mind."
4. Choose the items you want to return and select a reason for your return.
5. **Print your return label:** A pre-paid return shipping label will be generated for you. Print the label and attach it securely to your package.
6. **Ship your return:** Drop off your package at any authorized carrier location or schedule a pickup.

### Return processing:

- Once we receive your return, it will be processed within 3-5 business days.
- You will receive an email notification when your return is complete, and your refund has been issued.
- Refunds will be issued to the original payment method used for your purchase.

### Refunds and Exchanges:

- Once your return is received and processed, you will receive a full refund to your original payment method within 5-7 business days.
- If you request an exchange, we will ship the new item to you as soon as it becomes available.

### Things to remember:

1. You are responsible for the cost of return shipping unless the return is due to our error.
2. Keep your proof of postage receipt until your return is processed.
3. For more information about our return policy, please visit our **Help Center**.

### Additional options:

1. **Exchange:** If you would like to exchange your item for a different size or color, you can select this option during the return process.
2. **Store returns:** You can also return your online purchase to any Sahara Eagle store location. Please bring your packing slip or order confirmation email with you.

**We hope this information helps! If you have any questions about returning your online purchase, please don't hesitate to contact us.**

**Phone:** [phone number] **Live Chat:** Available on our website during business hours **Email:** [email address]

### Orders sold and fulfilled by Third-Party Sellers

Seller orders can also be tracked, but only if the seller has shared this information with Sahara Eagle and you've chosen a traceable shipping method.

If a "Track Package" option is not available, contact the seller as follows:

1. Go to [Your Order](#).
2. Find your order in the list.
3. Select **Problem with order**.
4. Choose your topic from the list displayed.
5. Select **Contact Seller**.

Allow two days for the seller to respond. In most cases, you'll receive a reply sooner.

### Tracking your return order

Your return order status can be tracked by selecting **View Return/Refund Status** next to the relevant order. Please review Return Items You Ordered for more information.

### Return Items You Ordered

You can return any eligible items sold on [SaharaEagle](#). When you return an item, you may see different return options depending on the seller, item, or reason for return.

### To return an eligible item you ordered:

1. Go to [Your Order](#) to display your recent orders. To return a gift, go to [Return a Gift](#).
2. Choose the order and select Return or Replace Items.
3. Select the item you want to return. Then select an option from the Reason for Return menu.
4. Choose how to process your return. If applicable, select to issue a refund or replacement. For items sold from a Sahara Eagle seller, you'll see a Submit return request. The Sahara Eagle seller reviews return requests before issuing a refund or replacement.
5. For more information, go to Returns to Third-Party Sellers. If you don't receive a response within two business days, you can request a Sahara Eagle Guarantee Refund.
6. Select your preferred return method.
7. Print your return label and return authorization.
8. Add your return label (if applicable) and package your items for return.

## Payment, Pricing, and Promotions

	<b>Resolve a Declined Payment</b>  <p>To protect your security and privacy, your bank can't provide Sahara Eagle with information about why your payment was declined. Contact your bank directly to solve these payment issues.</p> <p>To determine why your payment was declined, consider the following, and, if necessary, contact your bank for more information:</p> <ul style="list-style-type: none"> <li>• Have you exceeded your credit limit?</li> <li>• Did you enter your credit card number, credit card expiration date, billing address, and phone number correctly in <b>Your Account?</b></li> <li>• Is your purchase outside of your normal spending range? Some banks will block transactions due to security concerns.</li> <li>• Does your issuing bank have special policies regarding electronic or internet purchases?</li> </ul> <p><b>To retry a declined payment:</b></p> <ol style="list-style-type: none"> <li>1. Go to <b>Your Orders</b>.</li> <li>2. Do one of the following: <ul style="list-style-type: none"> <li>• Try again with a different payment method, as follows: <ul style="list-style-type: none"> <li>• Select <b>Change Payment Method</b> next to the order you want to modify.</li> <li>• Select another payment method from your account submit a new card number and select <b>Confirm</b>.</li> <li>• Select <b>Retry Payment Method</b> next to the order.</li> </ul> </li> <li>• Retry with your current payment method by selecting <b>Retry Payment Method</b> next to the order.</li> </ul> </li> </ol>
	<b>Shopping Cart Prices</b>  <p>Items in your Shopping Cart always reflect the most recent price displayed on the product detail page of the item. This price may differ from the price shown for the item when you first placed it in your cart. Placing an item in your cart doesn't reserve the price shown at that time. The price of an item may increase or decrease between the time you place it in your cart and the time you purchase it.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• You're not charged until your order enters the shipping process.</li> <li>• If the correct price of an item is higher than our stated price, we'll contact you for instructions before shipping or cancel your order and notify you of this cancellation. This applies only to products sold and shipped by Sahara Eagle.com. Sellers may follow different policies in the event of a mis-priced item.</li> </ul>
<b>Payment Methods</b>	<p>Accepted Payment Methods</p> <p><b>Accepted Payment Methods</b></p> <p><a href="#">Saharaeagle</a> accepts a variety of payment options, including credit and debit cards.</p> <p>The following payment methods are accepted by <a href="#">Saharaeagle</a>:</p> <ul style="list-style-type: none"> <li>• Visa</li> <li>• MasterCard/EuroCard</li> <li>• Discover Card</li> <li>• American Express</li> <li>• Checking Account</li> <li>• JCB</li> <li>• China UnionPay (credit card only)</li> <li>• Visa, MasterCard, or American Express prepaid credit or gift cards</li> </ul> <p>You can add a completely new payment card or change your existing payment details, without having to place an order, in your Sahara Eagle Wallet.</p> <p>You can also use Sahara Eagle Gift Cards to pay for your order.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• You can split payment between one of the accepted credit or debit cards and a Sahara Eagle .com Gift Card, but you can't split payment among multiple cards.</li> <li>• We accept Flexible Spending Accounts (FSA), and Health Savings Accounts (HSA) (U.S. billing addresses only) for the purchase of FSA or HSA-eligible items.</li> </ul>

## Payment, Pricing, and Promotions

- SNAP EBT cards are accepted as payment methods from participating states. In compliance with the U.S. Department of Agriculture, the federal organization managing SNAP purchasing online, customers may register one EBT card to their online account at a time. EBT Cash benefits are not available as a payment method.

### Payment Issues and Restrictions

#### Unknown Sahara Eagle Payment Charges

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#### The unknown charge is a Sahara Eagle payment.

If you subscribe to Sahara Eagle premium membership, you are charged monthly or annually, depending on the plan you choose.

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When you place an order, Sahara Eagle contacts the issuing bank to confirm the validity of the payment method. Your bank reserves the funds until the transaction is processed, or the authorization expires. This reservation appears immediately in your statement, but it isn't an actual charge.

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- Have you exceeded your credit limit?
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- Is your purchase outside of your normal spending range? Some banks will block transactions due to security concerns.
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#### To retry a declined payment:

3. Go to Your Orders.
4. Do one of the following:
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6. Retry your current payment method by selecting **Retry Payment Method** next to the order.

For more information, see the authorization policy.

#### AUTHORIZATIONS

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- **\$1 authorizations:** There are certain situations where we authorize your credit card for \$1.00. We do it to confirm your card has a valid number and hasn't been reported lost or stolen. This type of authorization may appear when:
  - You sign into your account after a long absence.
  - A new subscription or membership is started (such as Eagle's membership).
  - You placed a new order.
  - You have a Sahara Eagle Web Services or a Seller account.
  - You add a new credit card to your account.
  - An advance refund is issued for a return.
  - A replacement order has been created.

**Note:**

- Unused authorizations are always canceled and will be released according to your card issuer's policy.
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### Other common scenarios for unknown charges

- An order was placed by a family member, friend, or coworker with access to your card number.
- Additional cards are associated with the credit or debit account.
- A back-ordered or pre-ordered item shipped.
- A gift order shipped.

### TRACK YOUR PACKAGE

You can find tracking numbers and delivery updates in [SaharaEagle](#).

#### How to track your package

5. Go to [Your Order](#).
6. Find the order you want to track.
7. Select **Track Package** next to your order.
8. View all updates to track delivery progress.

If there are many items in your order, each may have separate delivery dates and tracking info.

### Find solutions to common delivery problems.

#### Your order hasn't shipped yet.

Check the estimated delivery date by selecting **Track Package** in [Your Order](#). If you're expecting the package today and don't see a status update, that's normal. Depending on the carrier, items may ship the same day they're delivered. If you're not expecting the package today, please wait for the tracking information to be updated.

### Tracking information does not update.

The carrier may have more detailed information about your package. To track your package on the carrier website or contact them directly by reviewing before carrier contact information.

Carrier Contact Information

## Payment, Pricing, and Promotions

We work with the following carriers to deliver items. If you have an issue with your delivery, you can contact the carriers directly.

### Find your carrier

4. Visit [Your Order](#).
5. Select **Track Package**.
6. Find your carrier's name and tracking ID.

### When to contact a carrier

- If you cannot find a package that shows as delivered in [Your Order](#).
- If your package will be delivered by another carrier than Sahara Eagle, you need to provide delivery instructions. Only Sahara Eagle can view the delivery instructions in Your Orders.

### Tracking your package on the carrier's website

Some national carriers use regional carriers to deliver your package. When this happens, your tracking information might not be accurate on the national carrier website.

### US common carriers

#### DHL Express

Phone: 1-800-225-5345

#### [FedEx](#)

Phone: 1-800-463-3339

#### [UPS](#)

Phone: 1-800-742-5877

#### [US Postal Service](#)

Phone: 1-800-222-1811

If tracking information is not available, **Review the Missing Tracking Information**

Sometimes, tracking information isn't available.

### Orders Sold and Fulfilled by Sahara Eagle

A tracking number may not be on your order yet because it could still be on the way to the carrier. When the carrier scans your order the first time, you will have tracking details in [Your Order](#).

If no tracking is available and you need to return or exchange your order, wait for the estimated delivery date to pass. You'll be able to return or replace your order by visiting the

### Sahara Eagle Online Return Center

#### Hassle-free returns are just a click away!

We understand that sometimes online purchases don't work out as planned. At Sahara Eagle, we want to make the return process as easy and convenient as possible for you. Here's everything you need to know about returning your online purchase:

#### Eligibility:

7. Most items purchased on Sahara Eagle Online can be returned within [number] days of delivery unless marked as non-returnable.
8. Items must be in their original condition, unworn, and unwashed, with all tags and packaging intact.
9. Some items may have specific return requirements, so please check the product listing for details.
10. Final sale items, personalized items, and items marked "non-returnable" cannot be returned.

#### Starting a return:

7. Visit the **Returns Center** on our website.
8. Sign in to your account and select the order you want to return from.
9. **Select the reason for your return:** Choose the reason from the available options, such as "incorrect item," "damaged item," or "change of mind."
10. Choose the items you want to return and select a reason for your return.
11. **Print your return label:** A pre-paid return shipping label will be generated for you. Print the label and attach it securely to your package.

## Payment, Pricing, and Promotions

12. **Ship your return:** Drop off your package at any authorized carrier location or schedule a pickup.

### Return processing:

- Once we receive your return, it will be processed within 3-5 business days.
- You will receive an email notification when your return is complete, and your refund has been issued.
- Refunds will be issued to the original payment method used for your purchase.

### Refunds and Exchanges:

- Once your return is received and processed, you will receive a full refund to your original payment method within 5-7 business days.
- If you request an exchange, we will ship the new item to you as soon as it becomes available.

### Things to remember:

4. You are responsible for the cost of return shipping unless the return is due to our error.
5. Keep your proof of postage receipt until your return is processed.
6. For more information about our return policy, please visit our **Help Center**.

### Additional options:

3. **Exchange:** If you would like to exchange your item for a different size or color, you can select this option during the return process.
4. **Store returns:** You can also return your online purchase to any Sahara Eagle store location. Please bring your packing slip or order confirmation email with you.

**We hope this information helps! If you have any questions about returning your online purchase, please don't hesitate to contact us.**

**Phone:** [phone number]

**Live Chat:** Available on our website during business hours

**Email:** [email address]

### Orders sold and fulfilled by Third-Party Sellers

Seller orders can also be tracked, but only if the seller has shared this information with Sahara Eagle and you've chosen a traceable shipping method.

If a "Track Package" option is not available, contact the seller as follows:

6. Go to [Your Order](#).
7. Find your order in the list.
8. Select **Problem with order**.
9. Choose your topic from the list displayed.
10. Select **Contact Seller**.

Allow two days for the seller to respond. In most cases, you'll receive a reply sooner.

### Tracking your return order

Your return order status can be tracked by selecting **View Return/Refund Status** next to the relevant order. Please review Return Items You Ordered for more information.

### Return Items You Ordered

You can return any eligible items sold on [SaharaEagle](#). When you return an item, you may see different return options depending on the seller, item, or reason for return.

### To return an eligible item you ordered:

9. Go to [Your Order](#) to display your recent orders. To return a gift, go to [Return a Gift](#).
10. Choose the order and select Return or Replace Items.
11. Select the item you want to return. Then select an option from the Reason for Return menu.
12. Choose how to process your return. If applicable, select to issue a refund or replacement. For items sold from a Sahara Eagle seller, you'll see a Submit return request. The Sahara Eagle seller reviews return requests before issuing a refund or replacement.
13. For more information, go to Returns to Third-Party Sellers. If you don't receive a response within two business days, you can request a Sahara Eagle Guarantee Refund.
14. Select your preferred return method.
15. Print your return label and return authorization.
16. Add your return label (if applicable) and package your items for return.

### Resolve a Declined Payment

## Payment, Pricing, and Promotions

	<p>To protect your security and privacy, your bank can't provide Sahara Eagle with information about why your payment was declined. Contact your bank directly to solve these payment issues.</p> <p>To determine why your payment was declined, consider the following, and, if necessary, contact your bank for more information:</p> <ul style="list-style-type: none"><li>• Have you exceeded your credit limit?</li><li>• Did you enter your credit card number, credit card expiration date, billing address, and phone number correctly in Your <b>Account</b>?</li><li>• Is your purchase outside of your normal spending range? Some banks will block transactions due to security concerns.</li><li>• Does your issuing bank have special policies regarding electronic or internet purchases?</li></ul> <p>To retry a declined payment:</p> <ol style="list-style-type: none"><li>1. Go to <b>Your Orders</b>.</li><li>2. Do one of the following:<ul style="list-style-type: none"><li>• Try again with a different payment method, as follows:<ul style="list-style-type: none"><li>• Select <b>Change Payment Method</b> next to the order you want to modify.</li><li>• Select another payment method from your account submit a new card number and select <b>Confirm</b>.</li><li>• Select <b>Retry Payment Method</b> next to the order.</li></ul></li><li>• Retry with your current payment method by selecting <b>Retry Payment Method</b> next to the order.</li></ul></li></ol>
	<b>Authorizations</b>
	<p>When you place an order, Sahara Eagle contacts the issuing bank to confirm the validity of the payment method. Your bank reserves the funds until the transaction is processed or the authorization expires, but it isn't an actual charge. Some banks call authorizations "pending" or "processing" charges. For more information on their specific policies regarding authorizations, contact the issuing bank.</p> <p><b>Some authorization reasons:</b></p> <ul style="list-style-type: none"><li>• <b>Purchase authorizations:</b> When you place an order, we contact your bank for a purchase authorization. We do it to verify your card or checking account but don't charge you until the order ships. Some banks may hold funds in your account for these authorizations even if the order is canceled. Orders from our Marketplace sellers may be charged at the time of purchase.</li><li>• <b>\$1 authorizations:</b> There are certain situations where we authorize your credit card for \$1.00. We do it to confirm your card has a valid number and hasn't been reported lost or stolen. This type of authorization may appear when:<ul style="list-style-type: none"><li>○ You sign into your account after a long absence.</li><li>○ A new subscription or membership is started (such as Sahara Eagle Sahara Eagle).</li><li>○ You place a new order.</li><li>○ You have a Sahara Eagle Web Services or a Seller account.</li><li>○ You add a new credit card to your account.</li><li>○ An advance refund is issued for a return.</li><li>○ A replacement order is created.</li></ul></li></ul> <p><b>Note:</b></p> <ul style="list-style-type: none"><li>• Unused authorizations are always canceled and will be released according to your card issuer's policy.</li><li>• Contact your bank for further assistance with authorizations. They can clarify unavailable funds and how long they hold payment authorizations for online orders.</li></ul>
	<b>› More about Payment Methods</b>
	<p><b>Opt-Out of PIN-Less Debit</b></p> <p>You can opt out of PIN-less debit on Sahara Eagle.com and choose to have your debit card processed as a credit card instead.</p> <p><b>Note:</b> With PIN-less debit transactions you can make purchases using your debit card without the need to enter your PIN. The card is charged the moment the order is placed. If you request a refund for an item, the period for processing is 10 business days. If you cancel the order, a refund is automatically generated. It is fast, easy, and secure.</p> <p><b>To opt out of PIN-less debit:</b></p> <ol style="list-style-type: none"><li>1. Go to <b>Your Sahara Eagle Wallet</b>.</li><li>2. Next to the payment method you want to change, select the down arrow.</li><li>3. Select <b>Edit</b>.</li><li>4. Uncheck the box next to <b>Processed as a debit card</b>.</li></ol> <p>The option to process the card as a debit card is only visible if your selected payment method is a debit card.</p> <ol style="list-style-type: none"><li>5. Select <b>Save</b>.</li></ol>

## Payment, Pricing, and Promotions

### Assign a Checking Account as a Payment Option

If you don't have a credit card, you can pay for products with an ACH-enabled U.S. checking account (Automated Clearing House-enabled account).

To use your checking account as a payment option:

1. Select Add a checking account at the Shipping and Payment stage of the checkout process.
2. Enter the bank routing number, also known as the ABA code.
3. Enter the account number. The account must be an ACH-enabled checking account at a bank branch located in the U.S.
4. Enter the name and the address of the principal account holder.
5. Enter the principal account holder's valid U.S. driver's license number or state-issued ID number, and the issuing state.

**Note:**

- If you're not sure whether your account is ACH-enabled, contact your bank.
- You can use any checking account provided your account is a personal account located at a branch in the U.S.
- Savings accounts are not eligible.
- Corporate and business bank accounts are ONLY accepted for Sahara Eagle Business Accounts.
- Routing numbers are always nine digits long. Account numbers may be up to 17 digits long. Some banks list the routing number first on the check, while other banks list the account number first.

### About Monthly Payments

- This offer to enroll in an installment plan applies only to qualifying products where the "Monthly Payments" option is available on the product detail page or during checkout.
- This offer may not be available to every customer and may not be available to you for all qualifying products. From time to time, and at Sahara Eagle's discretion, Monthly Payment offers may be available to you. Your eligibility for this offer is based on information relating to your Sahara Eagle.com account, such as your purchase history on Sahara Eagle.com, or the price of the qualifying Product or Device. We will not use a credit report to determine your eligibility. You acknowledge that your Monthly Payments purchase is for personal, family, or household purposes and not business purposes.
- This offer applies to a limited number of qualifying products, and Sahara Eagle reserves the right to limit the number of Monthly Payment plans that you may have open at any one time.
- This offer is not transferable and may not be combined with other offers.
- We reserve the right to cancel this offer at any time.
- You will be charged the full price of the qualifying product(s) you selected in one initial (down) payment and the corresponding number of subsequent monthly payments so that the total number of payments equals the number of payments in your Monthly Payments offer (provided that if the full price is not evenly divisible, your final payment amount may be smaller). Any applicable tax, shipping, and add-on charges will be due and assessed in full as part of your initial (down) payment when your item(s) ships. No interest or finance charges apply to this offer. Any interest, finance charges, or fees assessed by the issuer of the payment method to which payments are charged may still apply. Taxes may apply in certain jurisdictions.

Payment	Due Date
Initial (Down) Payment	Shipment Date
First Installment Payment	30 Days from the Shipment Date
Second Installment Payment	60 Days from the Shipment Date
Third Installment Payment	90 Days from the Shipment Date
Fourth Installment Payment	120 Days from the Shipment Date

- You authorize us to charge each payment to your selected payment method. If the selected method is unavailable (for example, a card has expired and cannot be charged successfully or funds are not available in that account), we will use

## Payment, Pricing, and Promotions

	<p>another payment method we have on record for you. You agree to maintain in your Sahara Eagle.com account at least one valid credit card that expires no earlier than 20 days after your last payment due date.</p> <ul style="list-style-type: none"> <li>You can choose to prepay either your next scheduled payment or the full remaining balance of your purchase at any time.</li> <li>If we are not able to charge any payment to a payment method on file in your Sahara Eagle.com account we reserve the right to pursue any remedy that is available to us, including the right to suspend or terminate your Sahara Eagle.com account and, for Sahara Eagle devices purchased using Monthly Payments, the right to deregister your Sahara Eagle device, which will block your ability to access Sahara Eagle content and services from your device. You agree that we and our affiliates have no liability related to the exercise of these remedies.</li> <li>This offer and your purchase, including any dispute or claim relating thereto, are subject to the terms in the Sahara Eagle.com Conditions of Use, including dispute resolution, governing law, disclaimer of warranties, and limitation of liability terms therein. Any return of a product purchased through this offer, and the amount of any resulting refund, will be subject to our standard returns policy. The remaining balance of your installment plan will be deducted from any refund.</li> <li>Voids where prohibited.</li> <li><b>Monthly Payment plans with more than four installment payments are subject to the terms and conditions outlined in the Monthly Payments Agreement. If you entered into a Monthly Payments Agreement your installment plan is governed by the terms and conditions in that agreement.</b></li> </ul>
	<b>Payment Plans</b>
	<p>Payment Plans are available as equal monthly payment options during checkout for eligible orders over \$50</p> <p><i>Payment Plans</i> can be used to purchase anything on Sahara Eagle.com, except:</p> <ol style="list-style-type: none"> <li>Out-of-stock or available soon items;</li> <li>Print at Home and E-mail Sahara Eagle.com Gift Cards;</li> <li>Sahara Eagle subscriptions, Subscribe &amp; Save, and Recurring Delivery orders;</li> <li>Grocery items,</li> <li>Items bought on a website other than Sahara Eagle.com.</li> </ol>
	<b>Current Offers Available:</b> <ul style="list-style-type: none"> <li>Pay over time with Affirm</li> </ul>
	<b>Sahara Eagle Layaway</b> <p>Sahara Eagle Layaway offers an option to pay for qualifying orders over time with no interest or fees.</p> <p><b>How does Sahara Eagle Layaway work?</b></p> <ul style="list-style-type: none"> <li>Pay as you go online without fees or credit checks.</li> <li>To find products eligible for Layaway, look for the 'Reserve with Layaway' label.</li> <li>Pay 20% today to reserve your item and lock in the price.</li> <li>Make 4 more payments over 8 weeks.</li> <li>Item(s) ship after your final payment.</li> <li>Pay off early for earlier delivery.</li> <li>Only available for items shipped and sold by Sahara Eagle.</li> <li>Layaway payment plan availability varies by product and may not be available to all customers.</li> </ul>
	<b>International Credit Cards</b> <p>Using an eligible international credit card may offer additional benefits.</p> <p><b>When you shop using your international credit/debit card you may be able to benefit from:</b></p> <ul style="list-style-type: none"> <li>No foreign transaction fees charged by your bank.</li> <li>Our platform will convert the currency to your local credit line and currency versus your international credit line.</li> </ul> <p><b>Monthly Credit Card Installments</b>  <p>With monthly credit card installments, you do not have to pay the full amount all at once. Your order amount is divided into equal payments and paid over a set period of time.</p> <p>Monthly installment payment options are available for eligible orders of physical products sold by Sahara Eagle.com. To qualify, the payment method on the order must be a Visa, Mastercard, or American Express credit card issued by an eligible international bank. At this time, monthly installments are only available for credit cards issued by Chilean, Columbian, Paraguayan, or Peruvian banks.</p> <p>If your order qualifies, you'll see available installment options in the Payment Method section of the Checkout. Once you select the monthly installments option, we share this selection with your bank and the bank charges you monthly. The first installment is due on the billing cycle when shipment occurs. Credit card installment options are subject to the agreement between you and your bank. Failure to comply with payment plans for purchases made in installments may affect your credit rating. We recommend reviewing the Terms of Use for the company that issued your card.</p> </p>

## Payment, Pricing, and Promotions

	<p>The interest rate depends on the agreement between you and the bank that issued your credit card.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Orders of gift cards, gold coins, and digital purchases are not eligible for monthly installments.</li> <li>• If you pay for all or some of your purchases with a gift card, an installment plan cannot be used.</li> </ul>
	<p><b>Terms and Conditions for Payments from a Bank Account</b></p> <p>Use of a bank account as a payment method on the Sahara Eagle.com website, Sahara Eagle affiliate website, or third-party website is subject to these terms and conditions (the "Terms"). Use of the Sahara Eagle.com website is also governed by our Conditions of Use and Privacy Notice. We may update these Terms by posting updates on the Sahara Eagle.com website. By continuing to use your bank account as a payment method, you accept the updated Terms.</p> <p><b>Authorization</b> When you pay for an order using your bank account, you authorize us to debit your bank account up to the total amount of your purchase, including applicable taxes, fees, and shipping costs. You also authorize us to further debit or credit your bank account to correct any erroneous debit, make necessary adjustments to your payment, or issue a refund back to your bank account.</p> <p><b>Bank Account Eligibility and Verification</b> Your bank account must be able to accept debits denominated in the currency of the Sahara Eagle website you're using. You authorize us to make any inquiries or obtain any information, including a credit report or other credit checks, that we determine are necessary to verify your bank account. We may suspend, refuse, or remove your ability to make a payment using your bank account without notice for any reason at any time.</p> <p><b>Returned Payments</b> If your bank returns any payment using your bank account unpaid (for example, if you have insufficient funds available), we may retry the payment. Your bank may charge you an overdraft or other fees for each payment failure. Additionally, you authorize us to charge any other valid payment method we have on file for any amount that remains unpaid after any attempted charge. We may initiate a collection process or legal action to collect any money owed to us. You agree to pay all our costs for such action, including any reasonable attorneys' fees.</p>
<b>Shop with Points</b>	<p><b>Use Shop with Points</b></p> <p>After you register an eligible rewards program to your account, you can use your Shop with Points balance during checkout. Your Sahara Eagle Rewards Visa Signature Card points balance reflects your points balance as of your last billing cycle. Points earned in a billing cycle are available for use once the billing cycle has ended.</p> <p><b>To order with Shop with Points:</b></p> <ol style="list-style-type: none"> <li>1. <b>Select a payment method during checkout. If your rewards program is linked to a specific card, select that card. International card holders have to select USD before proceeding.</b></li> <li>2. <b>Do one of the following:</b> <ul style="list-style-type: none"> <li>• Apply the maximum available points to your eligible order.</li> <li>• Choose a different amount of points to apply.</li> </ul> </li> </ol> <p><b>Use Shop with Points as Default Payment Method</b></p> <p><b>To opt in for this feature:</b></p> <ol style="list-style-type: none"> <li>1. Go to the <b>Shop with Points</b> page in <b>Your Account</b>.</li> <li>2. Select the toggle button below the <b>Use Rewards</b> option.</li> <li>3. To opt out of this feature, select the toggle-off button.</li> </ol> <p>If you don't want to use your rewards points balance on your order while opted in to this feature, you can adjust your desired amount of points applied to your order at checkout.</p> <p><b>Note:</b> This feature may not be available for all Rewards programs.</p> <p>If you update any portion of an order after it's placed but before shipment, points will be removed as a payment method from your order. Points will also be removed as payment method if you change the expiration date on your credit card or update the shipping address.</p> <p>The rewards points you redeem will be deducted from your rewards points balance when you place your order, not when your order is shipped. If you cancel your order before it ships, your points will be refunded automatically within 48 hours.</p> <p><b>Note:</b></p> <p>There are no fees for using your rewards at Sahara Eagle.</p> <p>You can manage your Shop with Points accounts and view your available points balance on Shop with Points in Your Account.</p> <p>If your rewards points aren't available at checkout, contact the rewards provider.</p>

## Payment, Pricing, and Promotions

	<p>Your Sahara Eagle Rewards Card points balance reflects your points balance as of your last billing cycle. Points earned in a billing cycle are available for use once the billing cycle has ended.</p> <p>Sahara Eagle will refund Shop with Points paid orders according to its usual returns policies.</p> <p>If the refund isn't equal to the entire order cost, Sahara Eagle will refund other payment methods initially charged before refunding rewards points. For more information about our refund policies, go to Refunds.</p> <p>Note: For orders placed with Marketplace sellers, that seller's return policy will govern returns and refunds. However, orders that are sold by a seller and fulfilled by Sahara Eagle are subject to the Sahara Eagle returns policy.</p>
	<p><b>Unenroll from Shop with Points</b></p> <p>You can unenroll from Shop with Points in Your Account.</p> <p>To unenroll from Shop with Points:</p> <ol style="list-style-type: none"> <li>1. Go to <b>Your Account</b> and select Shop with Points.</li> <li>2. Select Unenroll beside the registered account.</li> </ol> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• The orders you've already paid for with Shop with Points won't be canceled even if you disable the registration after you've made the orders.</li> </ul>
	<p><b>Sahara Eagle Currency Converter Exchange Rates</b></p>
	<p><b>The exchange rate is used to determine the payment total in your local currency while placing your order.</b></p> <p>When the Sahara Eagle Currency Converter is enabled, the exchange rate is used to convert the order subtotal to your local currency. The exchange rate displayed at checkout may not match the rates published online or in other financial databases. Those exchange rates are generally inter-bank rates that are for wholesale amounts and aren't available to retail consumers. Sahara Eagle consistently works to negotiate competitive foreign exchange rates with our bank service provider. The exchange rates used for the Sahara Eagle Currency Converter are generally updated daily.</p> <p>If you return an item, we use the same exchange rate to calculate your refund, including any fees.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• When using Sahara Eagle Currency Converter, your bank may still charge you a fee. Please contact your bank regarding these fees.</li> <li>• For more information about switching between your local currency and the default website currency, terms below</li> </ul>
	<p><b>Select Your Card Currency for Sahara Eagle Currency Converter</b></p> <p>If your order is eligible for Sahara Eagle Currency Converter, the option to pay in your card currency will be displayed at checkout.</p> <p>Sahara Eagle Currency Converter uses information, such as the country or region your card was issued in, to determine your card currency. If you want to change your card currency, you can update it at the checkout:</p> <p><b>Desktop</b></p> <ol style="list-style-type: none"> <li>1. From the <b>Payment method</b> section at checkout, select <b>Change</b>.</li> <li>2. From your list of payment methods, select your payment method of choice.</li> <li>3. While on your payment method, select <b>Change card currency</b>.</li> <li>4. Select <b>My card is in a different currency</b>.</li> <li>5. Select the currency of your payment method from the list.</li> <li>6. Select <b>Use this payment method</b> to continue.</li> </ol> <p><b>Mobile</b></p> <ol style="list-style-type: none"> <li>1. From the <b>Payment information</b> section at checkout, select <b>Payment method</b>.</li> <li>2. From your list of payment methods, select your payment method of choice.</li> <li>3. Select <b>Change card currency</b>.</li> <li>4. Select <b>My card is in a different currency</b>.</li> <li>5. Choose the currency of your payment method from the list.</li> <li>6. Select <b>Continue</b>.</li> </ol> <p>Once you select your card currency, Sahara Eagle Currency Converter automatically displays your payment total in your card currency on the order summary page, or the product detail page for Buy Now ordering, so you know how much you're paying before you pay.</p> <p><b>Note:</b></p>

## Payment, Pricing, and Promotions

- Sahara Eagle stores your selected currency to use on future eligible purchases on Sahara Eagle websites where Sahara Eagle Currency Converter is available.
- If you don't see the option to pay in your card currency at checkout, then your order or payment method is not eligible for Sahara Eagle Currency Converter.

### **Sahara Eagle Currency Converter Requirements**

Use of Sahara Eagle Currency Converter is subject to certain requirements.

To qualify to use Sahara Eagle Currency Converter:

You must pay with a Visa, Mastercard, or American Express credit or debit card denominated in a supported currency.

- To view supported currencies by payment method, go to [Sahara Eagle Currency Converter Supported Currencies](#).
- Your purchase can't include subscriptions or digital products, except for Kindle eBooks.
- The estimated shipping window of all items must be within 14 or 30 days of placing your order, depending on your local currency.

### **Note:**

To resolve a declined payment on a Sahara Eagle Currency Converter order, you must use an eligible payment method denominated in the same currency as the original purchase to maintain Sahara Eagle Currency Converter. For more information, go to [Resolve a Declined Payment](#).

### **Sahara Eagle Currency Converter Supported Currencies**

Sahara Eagle Currency Converter is available when you use a Visa, MasterCard, or American Express credit or debit card denominated in a supported currency.

Sahara Eagle Currency Converter supports these currencies:

## Payment, Pricing, and Promotions

	Currency	American Express	MasterCard	Visa	Estimated Shipping Window
	Australian Dollar (AUD)	✓	✓	✓	30 days
	Canadian Dollar (CAD)	✓	✓	✓	30 days
	Chinese Yuan (CNY)	✓	✓	✓	14 days
	Colombian Peso (COP)	✓	✓	✓	14 days
	Dominican Republic Peso (DOP)	✓	✓	✓	14 days
	Euro (EUR)	✓	✓	✓	30 days
	Ghana Cedi (GHS)	✓	✓	✓	14 days
	Kenyan Shilling (KES)	✓	✓	✓	14 days
	New Zealand Dollar (NZD)	✓	✓	✓	30 days
	Nigerian Naira (NGN)	✓	✓	✓	14 days
	Pound Sterling (GBP)	✓	✓	✓	30 days
	South African Rand (ZAR)	✓	✓	✓	30 days
	South Korean Won (KRW)		✓	✓	14 days
Pricing	<p><b>The Pre-Order Price Guarantee</b></p> <p>The Pre-order Price Guarantee applies to not-yet-released qualifying items. Sahara Eagle.com's price for not-yet-released items sometimes changes between the time the item is listed for sale and the time it is released and/or shipped.</p> <ul style="list-style-type: none"> <li><b>For Physical Items:</b></li> </ul> <p>Whenever you pre-order a physical item displaying the “Pre-order Price Guarantee” message on the product detail page, the price we charge when we ship it to you will be the lowest price offered by Sahara Eagle.com between the time you place your order and the end of the day of the release date.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>The Pre-order Price Guarantee applies only to items sold by Sahara Eagle.com, and not to items (or prices) offered by other sellers on our site. The Pre-order Price Guarantee does not apply to any products purchased at Sahara Eagle.com’s other sites.</li> <li>The Pre-order Price Guarantee applies only to not-yet-released qualifying items. It does not apply to other product lines or to items that have already been released.</li> </ul>				

## Payment, Pricing, and Promotions

	<ul style="list-style-type: none"> <li>The Pre-order Price Guarantee applies only to qualifying items displaying the offer message on their product detail pages. Items that do not display the offer message do not qualify, regardless of the nature of the items.</li> <li>The Pre-order Price Guarantee does not apply to lower prices offered through any program that requires a customer to join the program to receive the lower price.</li> <li>Despite our best efforts, a small number of the items in our catalog may be mispriced. If the correct price of a Pre-order Price Guarantee item sold by Sahara Eagle is higher than a price that is temporarily stated in error, we may exclude such erroneous price from the Pre-order Price Guarantee.</li> <li>If your order enters the shipping process before the release date, and the price is lowered before the end of the day of the release date, we'll automatically refund your credit or debit card for the difference between the price you were charged and the release-date price within 48 hours. If the price changes before the item ships, you'll see the updated price in Your Account within 24-48 hours of the price change. If you did not use a credit or debit card to pay for your order, please <a href="#">Contact Us</a>.</li> </ul>
	<p><b>Strike-Through Pricing and Savings</b></p> <p>Items on Sahara Eagle may display a List Price, Typical Price, or other strike-through pricing or saving information on the product detail page.</p> <p>The List Price is the suggested retail price of a new product as provided by a manufacturer, supplier, or seller. Except for books, Sahara Eagle will only display a List Price if the product was purchased by customers on Sahara Eagle or offered by other retailers at or above the List Price in the past 90 days for non-seasonal products and in the past 180 days for seasonal products. List prices may not necessarily reflect the prevailing market price of a product.</p> <p>The One-Time Price refers to the current Featured Offer price for a one-time purchase of the item. You may see it displayed as a strike-through price for Subscribe &amp; Save offers. If a Subscribe &amp; Save discount is available, that will be based on the One-Time price for the same item from the same seller. It may also change with future Subscribe &amp; Save orders for that item.</p> <p>The Typical Price is determined using the 90-day median price paid by customers for the product on Sahara Eagle. We exclude prices paid by customers for the product during a limited-time deal. For Sahara Eagle Fresh offers, the Typical Price is calculated as the median price offered locally in the last 35 days, excluding promoted prices.</p> <p>The New price refers to the current Featured Offer price for a NEW version of the item. You may see this displayed as a strike-through price used for offers.</p> <p>You may see additional strike-through pricing and savings information:</p> <ul style="list-style-type: none"> <li>Based on savings from the "List" or "Typical" price, items may also have a You Save dollar value and percentage-off display.</li> <li>Lowest Price in 30 Days or Best Price in 30 Days means that the current price is lower than, or equal to, the lowest featured offer price for this item sold on Sahara Eagle in the past 30 days.</li> </ul> <p>To report a strike-through price issue, click on Report incorrect product information on the product detail page on the website, select Other product details, and then select Price issue. Use the Comments section to include all the details you consider relevant.</p> <p><b>Note:</b></p> <p>Sahara Eagle can't respond personally when you report a price issue, but you may see an onscreen confirmation message after submitting the form. The Report incorrect product information tool is not currently available on the mobile shopping app. If you don't have access to the web version of the website, please <a href="#">Contact Us</a> to report the incorrect product information.</p>
<b>Promotions &amp; Membership Programs</b>	<p><b>Flash Deals</b></p> <p>A Flash Deal is a promotion in which a limited number of discounts are offered on an item for a short period. Flash Deals can be found throughout Sahara Eagle and are available on the <a href="#">Today's Deals</a> page. Those deals are available, one per customer until the promotion period for the deal ends or all deals are claimed. *On Soar Day, all Deals are exclusive to Soar Members.</p> <p>Flash Deals are time-sensitive, so complete your order as soon as possible.</p> <p>When a Flash Deal is available, here's what you'll see:</p> <ul style="list-style-type: none"> <li>The item featured in the deal.</li> <li>Any available variations of the item (for example, different size or color).</li> <li>The promotional discount amount and the final price (not including tax)</li> </ul>

## Payment, Pricing, and Promotions

- A status bar showing the percentage of deals already claimed.
- A timer showing how long you must add the item to your Cart and claim the promotional discount.
- An **Add to Cart** button if there are available promotional discounts.

**Note:** When other customers hold all the promotional discounts for a Flash Deal, you'll see a **Join waitlist** button and the status bar shows that 100% of the promotional discounts are held in other customer carts or have been used to purchase the deal.

### Join a Flash Deal Waitlist

If purchases in customers' carts aren't completed within 15 minutes, the deal will be made available to the next customer on the waitlist. You can join a waitlist to be notified when a Flash Deal becomes available.

**Note:** The **Join Waitlist** button is only active when there are places available on the waitlist. The button is reactivated when new places become available on the waitlist.

### To join a Flash Deal waitlist:

1. Select **Join Waitlist** on a Flash Deal.
2. When you're next on the waitlist, you'll see an alert in the upper right-hand corner of your Sahara Eagle page saying that the deal is available. If you have the latest Sahara Eagle app and have turned on notifications, you'll receive a notification on your phone.
3. Add the deal to your cart within the time limit. If you don't add the deal to your cart within the time limit, you'll be removed from the waitlist.
4. Complete your purchase and redeem the discount. If you don't complete the purchase within 15 minutes, the deal will be made available to the next customer on the waitlist.

### Note:

- Joining a waitlist doesn't guarantee that the deal will become available for purchase.
- A waitlist expires when the promotion expires. All customers on the waitlist then lose their chance to claim the Flash Deal.

### Claim a Flash Deal

You can find and claim current Flash Deals on the Today's Deals page or while shopping.

Important: If you're taken to the, How would you like to pay? page, ensure that the Use your gift card or promotional balance checkbox is selected to enable the Flash Deal price.

### To claim a Flash Deal:

1. If you're claiming the deal from the Today's Deals page, select Add to Cart or Choose Options on the Flash Deal to claim one of the available promotional discounts. If you're claiming the deal from the product detail page, select the Flash Deal option and then select Add to Cart.
2. The item is available in your Shopping Cart at the Flash Deal price for 15 minutes. You must complete your order before the offer ends and within 15 minutes, or the promotional discount will expire and your cart displays the everyday Sahara Eagle price for that item.
3. Select Proceed to Checkout. Look for the promotional discount in the Flash Deal section of the Order Summary before you place your order.

### Note:

- You must complete your order using the same account used when claiming the Flash Deal.
- Flash Deal promotional discounts aren't transferrable to other Sahara Eagle accounts.
- For some popular Flash Deals, you may see a "Checking deal status" message after you select **Add to Cart**. For all Flash Deals, we verify eligibility on a first-come, first-served basis, before applying the promotional discount to an account. Don't reload or refresh the page in your browser while this status appears.
- After all the promotional discounts are claimed, the Flash Deal is marked "All Discounts Claimed" or "Sold Out". You can usually go to the item's product page and purchase it at the current Sahara Eagle price, but the purchase is no longer eligible for the Flash Deal promotional discount.
- If you cancel your order for a Flash Deal, you won't be able to place a new order for that same Flash Deal again, even if it's still running, until 30 minutes have passed. If the Flash Deal sells out or expires before you can place a new order, the item will only be available to be re-purchased at the non-deal price.

## Payment, Pricing, and Promotions

- To change your order details, including an address or payment method, go to the [Change Your Order Information](#) page, rather than canceling the order to place a new one. This will avoid the risk of a Flash Deal selling out or expiring before you can place a new order with the correct details.

### Change Your Order Information

You can update your order quantity, billing address, delivery address, payment method, and more on your orders that have not yet been dispatched by visiting the Orders section in Your Account.

#### To change your order information:

- Go to [Your Orders](#)
- Select Order Details for the order that you want to change. Then select Change next to the details that you want to update.
- Follow the on-screen instructions.

**Note:** If you are on a mobile device, you can only cancel the order. You may find more options to change your order by using a desktop computer.

### Change an Order from a Third-Party Seller

To update the shipping address of an order from a third-party seller, follow the [Contact a Third-Party Seller](#) instruction below

#### Contact a Third-Party Seller

Third-party sellers can be contacted in two ways: Pre-order via the product detail page and post-order via [Your Orders](#). Before contacting a third-party seller, check if the listing is eligible for Sahara Eagle Soar or if the seller participates in Customer Service by Sahara Eagle. If so, Sahara Eagle [Customer Service](#) is happy to help answer your questions.

#### Contacting a seller post-order:

- Go to [Your Orders](#).
- Find your order in the list.
- Select **Problem with order**.
- Choose your topic from the list displayed.
- Select **Contact seller**.

Allow two days for the seller to respond. In most cases, you'll receive a reply sooner.

#### Contacting a seller pre-order:

- On the product detail page, select the name of the seller.
- On the next page, select **Ask a Question**.
- Select the appropriate options in the Seller Messaging Assistant chat or fill out the contact form.
- Your message will be sent to the seller via the Buyer-Seller Messaging Service. They'll respond to you by email within two business days.

#### If the seller does not respond

Most orders placed with sellers are covered by our Eagle's Guarantee. If you don't hear from the seller within two days,

› More about Promotions and Membership Programs

### Sahara Eagle.com Promotional Terms & Conditions

These are terms and conditions that commonly apply to promotions on Sahara Eagle.com, including ones where you must redeem a promotional code as part of the offer and where no alternative terms and conditions apply.

- This is a limited-time offer.
- Sahara Eagle reserves the right to modify or cancel the offer at any time. If you received the promotional code (directly or indirectly) from a third party, that third party also reserves the right to modify or cancel the offer at any time.
- The offer only applies to products and digital content sold by Sahara Eagle.com (look for "sold by Sahara Eagle.com" on the product or content detail page). Products sold by third-party sellers or other Sahara Eagle entities will not qualify for this offer, even if "fulfilled by Sahara Eagle.com"
- The offer will not apply to digital game and software download orders.

## Payment, Pricing, and Promotions

	<ul style="list-style-type: none"> <li>• Offer goods while supplies last.</li> <li>• Offer limited to one per customer and account.</li> <li>• The offer may not be combined with other offers.</li> <li>• Each promotional code applies only to qualifying items.</li> <li>• Shipping charges and taxes may apply to the full value of discounted and free promotional items.</li> <li>• If the offer has a minimum purchase requirement, taxes, shipping and handling, and gift wrap charges do not apply when determining the minimum purchase amount.</li> <li>• If the offer is for physical goods, the promotional code applies only to items purchased in a single order and shipped at the same speed to a single address.</li> <li>• The offer is non-transferable and may not be resold.</li> <li>• If any of the products or content related to an offer are returned, your refund will equal the amount you paid for the product or content, subject to applicable refund policies.</li> <li>• Unless a Sahara Eagle.com Gift Card is the stated benefit of the offer, promotional codes (including those placed directly in accounts) may not be redeemed for gift cards.</li> <li>• Offer discount will be allocated proportionally among all promotional items in your order.</li> <li>• If you violate any of the offer terms, the offer will be invalid.</li> </ul>
	<p><b>Get Multiple Items or Best Value Discounts</b></p> <p>Some promotions on Sahara Eagle.com offer a discount when you purchase multiple qualifying items. To get multiple items or Best Value discounts, do one of the following:</p> <ul style="list-style-type: none"> <li>• On the offer message, select <b>Add both to Cart</b>.</li> <li>• Go to the product information page indicated in the offer message and select <b>Add to Shopping Cart</b>.</li> </ul> <p>The amount of the promotion discount is reflected on the final order checkout page. It's allocated proportionally to all promotional items in the Shopping Cart.</p>
	<p><b>Multiple Item Discount Terms &amp; Conditions</b></p> <p><b>Read about multiple-item discount terms and conditions.</b></p> <ul style="list-style-type: none"> <li>• The promotion is valid for a limited time only. Sahara Eagle reserves the right to cancel it at any time.</li> <li>• If you do not purchase the qualifying items added to your Shopping Cart when the promotion is in effect, the discount will not apply.</li> <li>• The promotion applies only to qualifying items displaying the offer message on their product information pages.</li> <li>• The promotion applies only to products sold by the seller indicated in the offer message. It does not apply to the same products sold by other sellers. For example, if the promotion applies to cookware offered by Sahara Eagle.com, the same cookware offered by other sellers on the Sahara Eagle.com website (e.g. Macy's, Target, etc.) do not qualify.</li> <li>• Unless the promotion indicates otherwise, it applies to the lowest-priced qualifying item and may not be combined with other offers.</li> <li>• All qualifying items must be purchased in one order and shipped to a single address.</li> <li>• If you return any of the promotional items, we will subtract your discount from your return credit.</li> <li>• Shipping and handling charges apply to all products, including promoted items.</li> <li>• This promotion may not be combined with other offers, including promotional certificates.</li> <li>• Does not apply to orders placed with 1-Click.</li> <li>• Offer goods while supplies last.</li> <li>• Voids where prohibited.</li> <li>• If you remove any of the promotion items from your Shopping Cart or violate any of the Terms and Conditions, the promotion will be invalid, and the discount will not apply.</li> </ul>
	<p><b>Best Value Discounts Terms &amp; Conditions</b></p> <p><b>Read about Best Value Discounts terms and conditions.</b></p> <ul style="list-style-type: none"> <li>• The promotion is valid for a limited time only. Sahara Eagle reserves the right to cancel it at any time.</li> <li>• If you do not purchase the qualifying and Best Value items added to your Shopping Cart when the promotion is in effect, the discount will not apply.</li> <li>• The promotion applies only to qualifying items displaying the offer message on their product information pages.</li> <li>• The promotion applies only to products sold by the seller indicated in the offer message. It does not apply to the same products sold by other sellers. For example, if the promotion applies to cookware offered by Sahara Eagle.com, the same cookware offered by other sellers on the Sahara Eagle.com website (e.g. Macy's, Target, etc.) does not qualify.</li> </ul>

## Payment, Pricing, and Promotions

	<ul style="list-style-type: none"><li>• Unless the promotion indicates otherwise, it applies to the lowest-priced qualifying item and may not be combined with other offers.</li><li>• All qualifying and Best Value items must be purchased in one order and shipped to a single address.</li><li>• If you return any of the promotional items, we will subtract your Best Value discount from your return credit.</li><li>• Shipping and handling charges apply to all products, including Best Value items.</li><li>• This promotion may not be combined with other offers, including promotional certificates.</li><li>• Does not apply to orders placed with 1-Click.</li><li>• Offer goods while supplies last.</li><li>• Void where prohibited.</li><li>• If you remove any of the promotional items from your Shopping Cart or violate any of the Terms and Conditions, the promotion will be invalid, and the discount will not apply.</li></ul>
	<p><b>Redeem Promotional Codes</b></p> <p>Promotional codes can only be redeemed at the time you place an order. Tip: Some promotions and promotional certificates issued by Customer Services may be placed on your account automatically and appear on the Order Summary page before you complete your order. To redeem a promotional code:</p> <ol style="list-style-type: none"><li>1. Follow the deal instructions or go to the Terms and Conditions of the promotion.</li><li>2. Add an eligible item to the shopping cart.</li><li>3. On the Select a payment method page or on the Place Your Order page of the order form, enter the promotion code in the Gift Cards and Promotional Codes section exactly as specified. Select Apply. Don't add spaces before, inside of, or after the promotion code.</li><li>4. Proceed to check out. Verify that the promotion code was applied successfully by viewing the price on the final checkout page before placing your order. If, for some reason, you don't place an order at that time, the promotion remains on your account until it's used or expires.</li></ol> <p>For more information, see <a href="#">Sahara Eagle.com Promotional Code Terms &amp; Conditions</a>.</p> <p>Note:</p> <ul style="list-style-type: none"><li>• If the total cost of the items you're purchasing exceeds the amount of the promotion, you'll be prompted on the order form to provide another payment method for the balance.</li><li>• Promotion codes can't be applied toward the purchase of gift cards, sales tax, gift wrap charges, or additional shipping costs.</li><li>• You can't use the 1-Click shopping method when redeeming a promotional claim code.</li><li>• If you use a promotional certificate for a purchase on Sahara Eagle.com and the order is canceled (by us or by you), the promotional certificate will be returned to you to be applied to your next order.</li><li>• Promotional certificates are for one-time use. If you use a promotional certificate for a purchase on Sahara Eagle.com, and the order is returned for a refund, the promotional certificate can't be used again.</li></ul>
	<p><b>Sahara Eagle.com Promotional Terms &amp; Conditions</b></p> <p>These are terms and conditions that commonly apply to promotions on Sahara Eagle.com, including ones where you must redeem a promotional code as part of the offer and where no alternative terms and conditions apply.</p> <ul style="list-style-type: none"><li>• This is a limited-time offer.</li><li>• Sahara Eagle reserves the right to modify or cancel the offer at any time. If you received the promotional code (directly or indirectly) from a third party, that third party also reserves the right to modify or cancel the offer at any time.</li><li>• Offer only applies to products sold by Sahara Eagle.com (look for "sold by Sahara Eagle.com" on the product or content detail page). Products sold by third-party sellers or other Sahara Eagle entities will not qualify for this offer, even if "fulfilled by Sahara Eagle.com".</li><li>• Offer good while supplies last.</li><li>• Offer limited to one per customer and account.</li><li>• Offer may not be combined with other offers.</li><li>• Each promotional code applies only to qualifying items.</li><li>• Shipping charges and taxes may apply to the full value of discounted and free promotional items.</li></ul>

## Payment, Pricing, and Promotions

	<ul style="list-style-type: none"><li>• If the offer has a minimum purchase requirement, taxes, shipping and handling, and gift wrap charges do not apply when determining the minimum purchase amount.</li><li>• If the offer is for physical goods, the promotional code applies only to items purchased in a single order and shipped at the same speed to a single address.</li><li>• The offer is non-transferable and may not be resold.</li><li>• If any of the products or content related to an offer are returned, your refund will equal the amount you paid for the product or content, subject to applicable refund policies.</li><li>• Unless a Sahara Eagle.com Gift Card is the stated benefit of the offer, promotional codes (including those placed directly in accounts) may not be redeemed for gift cards.</li><li>• Offer discount will be allocated proportionally among all promotional items in your order.</li><li>• If you violate any of the offer terms, the offer will be invalid.</li></ul>
	<p><b>Sahara Eagle Coupon Terms &amp; Conditions</b></p> <p><b>Read the Sahara Eagle Coupon terms and conditions.</b></p> <ul style="list-style-type: none"><li>• Coupons are valid for a limited time only. Sahara Eagle reserves the right to modify or cancel coupons at any time.</li><li>• If you do not purchase the qualifying items added to your Cart when the coupon is in effect, the discount will not apply.</li><li>• The coupon applies only to qualifying items displaying the coupon offer in your Coupon Book and on the item detail page.</li><li>• The coupon offer will not be valid until it is applied to the qualifying item.</li><li>• The coupon may only be used on <a href="http://www.SaharaEagle.com">www.SaharaEagle.com</a> and in conjunction with the purchase of products shipped and sold by Sahara Eagle.com and not on products sold by third-party sellers.</li><li>• The promotion is limited to one coupon per customer.</li><li>• Promotion may not be combinable with mail-in rebates.</li><li>• If you return any of the items purchased with a coupon, the coupon discount or value may be subtracted from the return credit.</li><li>• Applicable shipping and handling charges apply to all products.</li><li>• Add-on Items require a minimum purchase. See <a href="http://SaharaEagle.com/addon">SaharaEagle.com/addon</a> for details.</li><li>• Offer goods while supplies last.</li><li>• Void where prohibited.</li><li>• Sahara Eagle has no obligation for payment of any tax in conjunction with the distribution or use of any coupon.</li><li>• The consumer is required to pay any applicable sales tax related to the use of the coupon.</li><li>• Coupons are void if restricted or prohibited by law.</li></ul>
	<p><b>Sahara Eagle "Soar" Membership Subscription Terms &amp; Conditions</b></p> <p>Welcome to the terms and conditions ("Terms") for Sahara Eagle's "Soar" membership subscription program. These Terms are between you and Sahara Eagle and govern our respective rights and obligations. By signing up for a Soar membership, you accept these terms, conditions, limitations, and requirements.</p> <p><b>Membership Cancellation:</b> You may cancel your Soar membership at any time by visiting your account settings on the Sahara Eagle website. If you cancel within 3 business days of signing up for or converting from a free trial to a paid membership, we will refund your full membership fee. However, we may charge you (or withhold from your refund) the value of benefits used during this 3-business day period. If you cancel at any other time, we will refund your full membership fee only if you and your account did not make any eligible purchases or take advantage of Soar benefits since your latest Soar membership charge.</p> <p><b>Shipping Benefits and Eligible Purchases:</b> Soar shipping benefits depend on inventory availability, order deadlines, and shipping address. They are limited to certain products sold by Sahara Eagle on our website. Some special products, orders, handling fees, and/or taxes may still apply to eligible purchases.</p> <p><b>Other Limitations:</b> We reserve the right to accept or refuse membership at our discretion. You may not transfer or assign your Soar membership or any Soar benefits. Some benefits may require certain purchase thresholds or other criteria to access them. From time to time, Sahara Eagle may choose to add or remove Soar membership benefits.</p>

## Payment, Pricing, and Promotions

### **Fees and Renewal:**

The membership fee for Soar is stated on the Sahara Eagle website. The fee is non-refundable except as expressly outlined in these Terms. If your payment method is declined, you must provide a new eligible payment method promptly, or your membership will be canceled. Unless you notify us before a charge that you want to cancel, your Soar membership will automatically continue, and you authorize us to collect the then-applicable membership fee using any eligible payment method we have on record for you.

### **Promotional Trial and Qualification-Based Memberships:**

We sometimes offer trial or other promotional memberships, subject to these Terms. Trial members may choose not to continue to pay membership at the end of the trial period.

### **Agreement Changes:**

Sahara Eagle may change these Terms or any aspect of the Soar membership program without notice. Your continued membership after such changes constitutes your acceptance of the changes.

### **Termination by Sahara Eagle:**

We may terminate your Soar membership at our discretion without notice. If we do so, we will provide a prorated refund based on the number of full months remaining in your membership, except in cases of conduct that violates these Terms or applicable law.

### **Limitation of Liability:**

Our total liability, whether in contract, warranty, tort (including negligence), or otherwise, will not exceed the last membership fee you paid.

### **Disputes:**


Any dispute relating to these Terms, or your use of Soar will be adjudicated in the state or Federal courts in Dallas County, Texas.

By signing up for a Soar membership, you agree to these Terms and Conditions. If you do not agree to any part of these Terms, you must cancel your membership.


### **Sahara Eagle's "Soar" Membership Program:**

 **Unlock Limitless Benefits with Sahara Eagle Soar Membership!** 


**Are you ready to elevate your shopping experience to new heights? Join Sahara Eagle's exclusive "Soar" membership program and soar above the rest with a plethora of exciting benefits designed just for you!**

 **Exclusive Deals and Discounts:** As a Soar member, Enjoy member-only exclusive deals and discounts savings throughout the year on a variety of authentic African products, from handcrafted jewelry to delicious spices and a wide range of products across our platform. From electronics to fashion, home essentials to gadgets, unlock unbeatable prices that are just a click away!


**Early Access to Sales:** Don't miss out on the best deals! Soar members gain early access to upcoming sales events and product listings from talented African artisans and farmers. Be the first to snag those one-of-a-kind pieces! allowing you to snag the most coveted items before they sell out.


 **Priority Shipping:** Say goodbye to waiting with priority shipping on all your orders. Get your favorite products delivered to your doorstep faster than ever before, ensuring you never have to wait long to enjoy your purchases. Reach those free shipping thresholds faster! Soar members benefit from reduced minimum purchase requirements for free shipping.


**Priority Customer Service:** Get priority treatment whenever you need assistance. Our dedicated customer service team will be at your service to ensure a smooth and enjoyable shopping experience.

 **Birthday Bonuses:** We believe every celebration should be special. That's why Soar members receive exclusive birthday bonuses, including special discounts, freebies, and surprise gifts to make your day even more memorable.


## Payment, Pricing, and Promotions

 **Early Access to Sales and Events:** Be the first to know about our exciting sales events and product launches with early access exclusively for Soar members. Stay ahead of the curve and secure your favorite items before anyone else!

 **Flexible Payment Options:** Enjoy the convenience of flexible payment options with monthly subscription plans tailored to suit your needs. Say goodbye to upfront costs and pay monthly for seamless access to all Soar benefits.

 **Personalized Recommendations:** Discover products tailored to your preferences with personalized recommendations curated just for you. Whether you're a fashionista, tech enthusiast, or home decor lover, find exactly what you need with ease.

**Curated Collections:** Receive personalized product recommendations based on your interests and purchase history. Discover hidden gems you wouldn't have found otherwise!

 **Dedicated Customer Support:** Have questions or need assistance? Our dedicated customer support team is here to help. Enjoy priority access to our support services and receive prompt assistance whenever you need it.

**Member-Only Events:** Be the first to know about exclusive events, sales, and promotions. Get invited to virtual workshops, cooking demonstrations, or cultural celebrations hosted by Sahara Eagle.

**Impactful Giving:** Part of your monthly membership fee directly supports community development initiatives in Africa. Feel good knowing you're contributing to a positive social impact.

**Ready to take your shopping experience to the next level? Subscribe to Sahara Eagle's "Soar" membership program today and unlock a world of exclusive benefits, unparalleled convenience, and endless savings!**

**Join the Soar community and let your shopping journey reach new heights with Sahara Eagle!**

### Conditions of Use

**Last updated: December 15, 2023**

Welcome to SaharaEagle.com. Sahara International Corporation and/or its affiliates ("Sahara Eagle") provide website features and other products and services to you when you visit or shop at SaharaEagle.com, use Sahara Eagle products or services, use Sahara Eagle applications for mobile, or use the software provided by Sahara Eagle in connection with any of the foregoing (collectively, "Sahara Eagle Services"). By using the Sahara Eagle Services, you agree, on behalf of yourself and all members of your household and others who use any Service under your account, to the following conditions.

Please read these conditions carefully.

We offer a wide range of Sahara Eagle Services, and sometimes additional terms may apply. When you use a Sahara Eagle Service (for example, Your Profile, Gift Cards, Sahara Eagle Video, Your Media Library, Sahara Eagle devices, or Sahara Eagle applications), you also will be subject to the guidelines, terms, and agreements applicable to that Sahara Eagle Service ("Service Terms"). If these Conditions of Use are inconsistent with the Service Terms, those Service Terms will control.

### PRIVACY

Please review our Privacy Notice, which also governs your use of Sahara Eagle Services, to understand our practices.

### ELECTRONIC COMMUNICATIONS

When you use Sahara Eagle Services or send e-mails, text messages, and other communications from your desktop or mobile device to us, you may be communicating with us electronically. You consent to receive communications from us electronically, such as e-mails, texts, mobile push notices, or notices and messages on this site or through the other Sahara Eagle Services, such as our Message Center, and you can retain copies of these communications for your records. You agree that all agreements, notices, disclosures, and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing.

### COPYRIGHT

## Payment, Pricing, and Promotions

All content included in or made available through any Sahara Eagle Service, such as text, graphics, logos, button icons, images, audio clips, digital downloads, data compilations, and software is the property of Sahara Eagle or its content suppliers and protected by United States and international copyright laws. The compilation of all content included in or made available through any Sahara Eagle Service is the exclusive property of Sahara Eagle and protected by U.S. and international copyright laws.

### TRADEMARKS

Click [here](#) to see a non-exhaustive list of Sahara Eagle trademarks. In addition, graphics, logos, page headers, button icons, scripts, and service names included in or made available through any Sahara Eagle Service are trademarks or trade dress of Sahara Eagle in the U.S. and other countries. Sahara Eagle's trademarks and trade dress may not be used in connection with any product or service that is not Sahara Eagle's, in any manner that is likely to confuse customers, or in any manner that disparages or discredits Sahara Eagle. All other trademarks not owned by Sahara Eagle that appear in any Sahara Eagle Service are the property of their respective owners, who may or may not be affiliated with, connected to, or sponsored by Sahara Eagle.

### LICENSE AND ACCESS

Subject to your compliance with these Conditions of Use and any Service Terms, and your payment of any applicable fees, Sahara Eagle or its content providers grant you a limited, non-exclusive, non-transferable, non-sublicensable license to access and make personal and non-commercial use of the Sahara Eagle Services. This license does not include any resale or commercial use of any Sahara Eagle Service or its contents; any collection and use of any product listings, descriptions, or prices; any derivative use of any Sahara Eagle Service or its contents; any downloading, copying, or other use of account information for the benefit of any third party; or any use of data mining, robots, or similar data gathering and extraction tools. All rights not expressly granted to you in these Conditions of Use or any Service Terms are reserved and retained by Sahara Eagle or its licensors, suppliers, publishers, rightsholders, or other content providers. No Sahara Eagle Service, nor any part of any Sahara Eagle Service, may be reproduced, duplicated, copied, sold, resold, visited, or otherwise exploited for any commercial purpose without express written consent of Sahara Eagle. You may not frame or utilize framing techniques to enclose any trademark, logo, or other proprietary information (including images, text, page layout, or form) of Sahara Eagle without express written consent. You may not use any meta tags or any other "hidden text" utilizing Sahara Eagle's name or trademarks without the express written consent of Sahara Eagle. You may not misuse the Sahara Eagle Services. You may use the Sahara Eagle Services only as permitted by law. The licenses granted by Sahara Eagle terminate if you do not comply with these Conditions of Use or any Service Terms.

### YOUR ACCOUNT

You may need your own Sahara Eagle account to use certain Sahara Eagle Services, and you may be required to be logged in to the account and have a valid payment method associated with it. If there is a problem charging your selected payment method, we may charge any other valid payment method associated with your account. Visit [Your Payments](#) to manage your payment options. You are responsible for maintaining the confidentiality of your account and password and for restricting access to your account, and you agree to accept responsibility for all activities that occur under your account or password. Sahara Eagle does sell products for children, but it sells them to adults of 18 years plus, who can purchase with a credit card or other permitted payment method. If you are under 18, you may use the Sahara Eagle Services only with the involvement of a parent or guardian. Parents and guardians may create profiles for teenagers in their Sahara Eagle Household. Alcohol listings on Sahara Eagle are intended for adults. You must be at least 21 years of age to purchase alcohol or use any site functionality related to alcohol. Sahara Eagle reserves the right to refuse service, terminate accounts, terminate your rights to use Sahara Eagle Services, remove or edit content, or cancel orders in its sole discretion.

### User-Generated Content:

You are welcome to share your feedback, reviews, comments, media content, and other contributions on Sahara Eagle, provided that your content is lawful, respectful, and does not violate any rights or pose harm to others. Prohibited content includes but is not limited to illegal, obscene, threatening, defamatory, or infringing material, as well as spam, viruses, or deceptive information. We reserve the right to remove or modify such content, although we do not routinely monitor user submissions. By posting content, you grant Sahara Eagle a nonexclusive, royalty-free, perpetual, and worldwide license to use, reproduce, modify, distribute, and display your content in any media. You affirm that you own or control the necessary rights to your content and that its use by Sahara Eagle will not violate any laws or harm any individuals. Additionally, you indemnify Sahara Eagle against any claims arising from your content. While we have the right to monitor and edit user-generated content, we assume no liability for such material.

## Payment, Pricing, and Promotions

### **Intellectual Property Complaints:**

We respect the intellectual property rights of others. If you believe your intellectual property is being infringed, please follow our procedure for submitting copyright infringement claims.

### **Risk of Loss:**

When you purchase physical items from Sahara Eagle, the risk of loss and title for those items passes to you upon delivery to the carrier.

### **Returns, Refunds, and Product Descriptions:**

We strive for accuracy in our product descriptions, but we do not guarantee their completeness or reliability. If a product does not meet its description, your sole recourse is to return it to an unused condition.

### **Pricing:**

While we endeavor to maintain accurate pricing, occasional errors may occur. If an item's correct price is higher than our stated price, we may contact you for instructions or cancel your order. We typically charge your credit card upon shipping or, for digital products, upon availability.

### **App Permissions:**

Using Sahara Eagle apps may require granting certain permissions on your device. Please consult your device's settings for more information.

### **Sanctions and Export Policy:**

You must comply with all U.S. and other applicable export restrictions when using Sahara Eagle services.

### **Other Businesses:**

Sahara Eagle provides links to third-party businesses but does not endorse or warrant their offerings. You are responsible for reviewing their terms and policies.

### **Disclaimer of Warranties and Limitation of Liability:**

All Sahara Eagle services are provided on an "as is" and "as available" basis, without warranties of any kind. We disclaim liability for damages arising from your use of Sahara Eagle services, except where prohibited by law.

### **Disputes and Applicable Law:**

Any disputes relating to Sahara Eagle services will be adjudicated in Dallas County, Texas, under applicable federal and state laws.

### **Site Policies, Modifications, and Severability:**

Please review all Sahara Eagle policies, as they govern your use of our services. We reserve the right to modify these policies at any time, and any invalid or unenforceable provisions will be deemed severable.

### **Address:**

Sahara International Corporation  
1839 Ballinger Drive  
Forney, TX 75126

### **Sahara Eagle Software Usage Terms:**

These terms ("Software Terms") govern your use of any software provided by Sahara Eagle, including updates and related documentation, in connection with Sahara Eagle Services ("Sahara Eagle Software").

#### **1. Use of Sahara Eagle Software:**

You may utilize Sahara Eagle Software solely to access Sahara Eagle Services as provided by us and in compliance with these Conditions of Use and any Service Terms. It is prohibited to integrate Sahara Eagle Software into other programs, compile it with other software, or copy, modify, create derivative works of, distribute, assign rights to, or license Sahara Eagle Software, except as explicitly allowed in this section. All Sahara Eagle Software, along with its updates, is the property of Sahara Eagle or its software suppliers and is protected by U.S. and international copyright laws.

## Payment, Pricing, and Promotions

	<p><b>2. Integration with Third-Party Services:</b> When using Sahara Eagle Software, you may access services provided by third parties, such as wireless carriers or mobile software providers. Your use of these third-party services may be subject to their separate policies, terms of use, and fees.</p> <p><b>3. Prohibition of Reverse Engineering:</b> Reverse engineering, decompiling, disassembling, tampering with, or bypassing any security measures associated with Sahara Eagle Software, whether in whole or in part, is strictly prohibited.</p> <p><b>4. Software Updates:</b> Sahara Eagle may provide automatic or manual updates to Sahara Eagle Software at any time and without prior notice to you.</p> <p><b>5. Conflict Resolution:</b> In case of any conflict between these Conditions of Use and any other Sahara Eagle or third-party terms applicable to Sahara Eagle Software, such as open-source license terms, the conflicting terms will govern that portion of Sahara Eagle Software to the extent of the conflict.</p> <p><b>Legal Process and Intellectual Property Claims:</b> For subpoenas or other legal processes, Sahara Eagle accepts service only through Sahara Eagle's national registered agent, Republic Registered Agent LLC. Please provide detailed and accurate information to facilitate efficient processing.</p> <p>HOW TO SERVE A SUBPOENA OR OTHER LEGAL PROCESS Sahara Eagle accepts service of subpoenas or other legal process only through Sahara Eagle's national registered agent, Republic Registered Agent LLC. Subpoenas or other legal process may be served by sending them to RSA at the following address:</p> <p><b>Sahara International Corporation</b> Republic Registered Agent LLC 17350 State Hwy 249, Ste 220 Houston TX 77064 Attn: Legal Department – Legal Process</p> <p>If you believe your intellectual property rights have been infringed, please submit your complaint using our online form. We promptly address the concerns of rights owners and take appropriate action against repeat infringers. For copyright complaints, written claims must include specific details as outlined in our procedures. Please note also that providing detailed and accurate information at the outset will facilitate efficient processing of your request. That information will include, for example, e-mail and/or credit card numbers used to make purchases for retail purchase information; the name, e-mail, and physical address of a seller for seller information; and IP address and complete time stamps.</p> <p><b>NOTICE AND PROCEDURE FOR MAKING CLAIMS OF INTELLECTUAL PROPERTY INFRINGEMENT</b> If you believe that your intellectual property rights have been infringed, please submit your complaint using our online form. This form may be used to report all types of intellectual property claims including, but not limited to, copyright, trademark, and patent claims. We respond quickly to the concerns of rights owners about any alleged infringement, and we terminate repeat infringers in appropriate circumstances. We offer the following alternative to our online form for copyright complaints only. Written claims concerning copyright infringement must include the following information:</p> <ul style="list-style-type: none"><li>• A physical or electronic signature of the person authorized to act on behalf of the owner of the copyright interest.</li><li>• A description of the copyrighted work that you claim has been infringed upon.</li><li>• A description of where the material that you claim is infringing is located on the site.</li><li>• Your address, telephone number, and e-mail address.</li><li>• A statement by you that you have a good-faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law; and</li><li>• A statement by you, made under penalty of perjury, that the above information in your notice is accurate and that you are the copyright owner or authorized to act on the copyright owner's behalf.</li></ul>
<b>Tax, Regulatory Fees, and Tax Exemptions</b>	<p><b>Tax on Sahara Eagle "Soar" membership subscriptions.</b> Sahara Eagle Soar includes multiple benefits such as free two-day shipping, plus exclusive access to seasonal and new release products, to determine the taxability of Soar, taxing authorities were requested by Sahara Eagle to provide guidance. As a result, Sahara Eagle Soar is subject to tax in the following states:</p>

## Payment, Pricing, and Promotions

	<ul style="list-style-type: none"> <li>• Alabama</li> <li>• Alaska (Tax may be charged based on local jurisdiction.)</li> <li>• Arizona</li> <li>• Arkansas</li> <li>• California</li> <li>• Colorado</li> <li>• District of Columbia</li> <li>• Florida (Communications Services Tax only)</li> <li>• Georgia</li> <li>• Hawaii</li> <li>• Idaho</li> <li>• Iowa</li> <li>• Kentucky</li> <li>• Louisiana</li> <li>• Maryland</li> <li>• Michigan</li> <li>• Minnesota</li> <li>• Mississippi</li> <li>• Missouri</li> <li>• Nebraska</li> <li>• New Jersey</li> <li>• New Mexico</li> <li>• New York</li> <li>• North Carolina</li> <li>• Ohio</li> <li>• Pennsylvania</li> <li>• Puerto Rico</li> <li>• Rhode Island</li> <li>• South Carolina</li> <li>• South Dakota</li> <li>• Tennessee</li> <li>• Texas</li> <li>• Utah</li> <li>• Vermont</li> <li>• Washington</li> <li>• West Virginia</li> <li>• Wisconsin</li> <li>• Wyoming</li> </ul> <p>When signing up for Sahara Eagle <b>"Soar"</b> you agree to the Sahara <b>Eagle "Soar" Membership Subscription Terms &amp; Conditions</b>. Your subscription will continue until canceled. If you choose to continue, you'll automatically be charged for Sahara Eagle <b>"Soar" plus</b> any applicable taxes. You may cancel any time by visiting Manage Your <b>"Soar" Membership</b> in Your Account.</p>
	<p><b>Tax on Items Sold by Sellers on Sahara Eagle</b></p> <p>Sahara Eagle.com is a marketplace for merchants (sellers) to sell their products and services alongside those sold by Sahara Eagle. In addition, Sahara Eagle's marketplace supports sellers to calculate tax on their sales per their instruction. Sellers may have different sales tax collection obligations depending on the policies and operations of their business. As a result, some items in your order may be taxed, while others may not be.</p> <p>Sahara Eagle calculates, collects, and remits tax on sales made by merchants shipped to customers located in the states that have enacted Marketplace Facilitator, Marketplace Fairness, or similar laws. These laws shift collection responsibility from the merchant to the marketplace facilitating the merchant's sale. For more information, review our <b>Marketplace Tax Collection</b>.</p>
	<p><b>Marketplace Tax Collection.</b></p>

## Payment, Pricing, and Promotions

A Marketplace Facilitator is defined as a marketplace that contracts with third-party sellers to promote their sale of physical property, digital goods, and services through the marketplace. As a result, Sahara Eagle is deemed to be a marketplace facilitator for third-party sales facilitated through Sahara Eagle's global marketplaces.

Marketplace Facilitator legislation is a set of laws that shifts the sales tax collection and remittance obligations from a third-party seller to the marketplace facilitator. As the marketplace facilitator, Sahara Eagle will now be responsible for calculating, collecting, remitting, and refunding state sales tax on sales sold by third-party sellers for transactions destined to states where Marketplace Facilitator and/or Marketplace collection legislation is enacted. In certain states, local taxes are not included within Marketplace Facilitator Legislation; Sahara Eagle is not responsible for those taxes.

**Marketplace Facilitator legislation is currently in effect in the following states:**

State	Effective Date	Marketplace Facilitator Legislation
Alabama	1/1/2019	<a href="https://revenue.alabama.gov/2018/07/03/ador-announces-sales-and-use-tax-guidance-for-online-sellers/">https://revenue.alabama.gov/2018/07/03/ador-announces-sales-and-use-tax-guidance-for-online-sellers/</a>
Alaska	4/1/2020	For a list of jurisdictions/municipalities that have enacted marketplace collection, visit the following link: <a href="https://arsstc.org">https://arsstc.org</a>
Arizona	10/1/2019	<a href="https://azdor.gov/news-events-notices/news/new-tpt-law-remote-sellers-and-marketplace-facilitators-starting-october-1">https://azdor.gov/news-events-notices/news/new-tpt-law-remote-sellers-and-marketplace-facilitators-starting-october-1</a>
Arkansas	7/1/2019	<a href="https://www.dfa.arkansas.gov/excise-tax/sales-and-use-tax/arkansas-remote-seller-frequently-asked-questions-faqs">https://www.dfa.arkansas.gov/excise-tax/sales-and-use-tax/arkansas-remote-seller-frequently-asked-questions-faqs</a>
California	10/1/2019	<a href="https://www.cdtfa.ca.gov/industry/MPFAct.htm">https://www.cdtfa.ca.gov/industry/MPFAct.htm</a>
Colorado	10/1/2019	<a href="https://leg.colorado.gov/bills/hb19-1240">https://leg.colorado.gov/bills/hb19-1240</a>  Legislation does not include Colorado home rule city sales and use tax on third party sales when the city has not adopted an applicable marketplace facilitator ordinance.
Connecticut	12/1/2018	<a href="https://portal.ct.gov/-/media/DRS/Publications/OCG/OCG-8.pdf?la=en">https://portal.ct.gov/-/media/DRS/Publications/OCG/OCG-8.pdf?la=en</a>
District of Columbia	4/1/2019	<a href="https://otr.cfo.dc.gov/sites/default/files/dc/sites/otr/page_content/attachments/Wayfair%20Response%20Notice%20%281%20%202019%29_0.pdf">https://otr.cfo.dc.gov/sites/default/files/dc/sites/otr/page_content/attachments/Wayfair%20Response%20Notice%20%281%20%202019%29_0.pdf</a>
Florida	7/1/2021	For more information, contact the Florida Department of Revenue ( <a href="https://floridarevenue.com/">https://floridarevenue.com/</a> )
Georgia	4/1/2020	For more information, contact the Georgia Department of Revenue ( <a href="https://dor.georgia.gov">https://dor.georgia.gov</a> )
Hawaii	1/1/2020	<a href="https://tax.hawaii.gov/">https://tax.hawaii.gov/</a>
Idaho	6/1/2019	<a href="https://tax.idaho.gov/n-feed.cfm?idd=4279">https://tax.idaho.gov/n-feed.cfm?idd=4279</a>

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Illinois	1/1/2020	For more information, contact the Illinois Department of Revenue  Legislation does not include origin sales and use tax on third party sales.
Indiana	7/1/2019	For more information, contact the Indiana Department of Revenue( <a href="https://www.in.gov/dor/">https://www.in.gov/dor/</a> )
Iowa	1/1/2019	<a href="https://tax.iowa.gov/south-dakota-v-wayfair">https://tax.iowa.gov/south-dakota-v-wayfair</a>
Kansas	7/1/2021	For more information, contact the Kansas Department of Revenue ( <a href="https://www.ksrevenue.org/">https://www.ksrevenue.org/</a> )
Kentucky	7/1/2019	<a href="https://revenue.ky.gov/Pages/index.aspx">https://revenue.ky.gov/Pages/index.aspx</a>
Louisiana	7/1/2020	For more information, contact the Louisiana Department of Revenue ( <a href="https://revenue.louisiana.gov/">https://revenue.louisiana.gov/</a> ).
Maine	10/1/2019	<a href="https://legislature.maine.gov/legis/bills/getPDF.asp?paper=HP1064&amp;item=1&amp;snum=129">https://legislature.maine.gov/legis/bills/getPDF.asp?paper=HP1064&amp;item=1&amp;snum=129</a>
Maryland	10/1/2019	For more information, contact the Comptroller of Maryland ( <a href="https://taxes.marylandtaxes.gov/default.shtml">https://taxes.marylandtaxes.gov/default.shtml</a> )
Massachusetts	10/1/2019	<a href="https://www.mass.gov/info-details/remote-seller-and-marketplace-facilitator-faqs">https://www.mass.gov/info-details/remote-seller-and-marketplace-facilitator-faqs</a>
Michigan	1/1/2020	For more information, contact the Michigan Department of Treasury ( <a href="https://www.michigan.gov/treasury/">https://www.michigan.gov/treasury/</a> )
Minnesota	10/1/2018	<a href="https://www.revenue.state.mn.us/sales-tax-update-marketplace-providers">https://www.revenue.state.mn.us/sales-tax-update-marketplace-providers</a>
Mississippi	7/1/2020	For more information, contact the Mississippi Department of Revenue ( <a href="https://www.dor.ms.gov/Business/Pages/Sales-Use-Tax-landing.aspx">https://www.dor.ms.gov/Business/Pages/Sales-Use-Tax-landing.aspx</a> )
Missouri	1/1/2023	<a href="https://dor.mo.gov/faq/taxation/business/remote-seller-and-marketplace-facilitator.html">https://dor.mo.gov/faq/taxation/business/remote-seller-and-marketplace-facilitator.html</a>
Nebraska	4/1/2019	For more information, contact the Nebraska Department of Revenue ( <a href="https://www.revenue.nebraska.gov/index.html">https://www.revenue.nebraska.gov/index.html</a> )
Nevada	10/1/2019	For more information, contact the Nevada Department of Taxation ( <a href="https://tax.nv.gov/">https://tax.nv.gov/</a> )
New Jersey	11/1/2018	<a href="https://www.state.nj.us/treasury/taxation/index.shtml">https://www.state.nj.us/treasury/taxation/index.shtml</a>
New Mexico	7/1/2019	<a href="https://www.tax.newmexico.gov/">https://www.tax.newmexico.gov/</a>
New York	6/1/2019	For more information, contact the New York Department of Taxation and Finance ( <a href="https://www.tax.ny.gov/default.htm">https://www.tax.ny.gov/default.htm</a> ).

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	North Carolina	2/1/2020	For more information, contact the North Carolina Department of Revenue ( <a href="https://www.ncdor.gov/">https://www.ncdor.gov/</a> ).
	North Dakota	10/1/2019	For more information, contact the North Dakota Office of State Tax Commissioner ( <a href="https://www.nd.gov/tax/">https://www.nd.gov/tax/</a> )
	Ohio	9/1/2019	For more information, contact the Ohio Department of Tax Commission ( <a href="https://www.tax.ohio.gov/">https://www.tax.ohio.gov/</a> ).
	Oklahoma	7/1/2018	For more information, contact the Oklahoma Tax Commission ( <a href="https://www.ok.gov/tax/">https://www.ok.gov/tax/</a> ).
	Pennsylvania	4/1/2018	<a href="https://www.revenue.pa.gov/Pages/default.aspx">https://www.revenue.pa.gov/Pages/default.aspx</a>
	Puerto Rico	7/1/2020	For more information, contact the Puerto Rico Department of Treasury ( <a href="http://www.hacienda.gobierno.pr/">http://www.hacienda.gobierno.pr/</a> ).
	Rhode Island	7/1/2019	For more information, contact the Rhode Island Division of Taxation ( <a href="http://www.tax.ri.gov/">http://www.tax.ri.gov/</a> )
	South Carolina	4/29/2019	For more information, contact the South Carolina Department of Revenue ( <a href="https://dor.sc.gov/">https://dor.sc.gov/</a> )
	South Dakota	3/1/2019	For more information please contact the South Dakota Department of Revenue.
	Tennessee	10/1/2020	<a href="https://revenue.support.tn.gov/hc/en-us/sections/360009672231-Sales-Tax-Collection-by-Marketplace-Facilitators">https://revenue.support.tn.gov/hc/en-us/sections/360009672231-Sales-Tax-Collection-by-Marketplace-Facilitators</a>
	Texas	10/1/2019	For more information, contact the Texas Comptroller of Public Accounts ( <a href="https://comptroller.texas.gov/">https://comptroller.texas.gov/</a> )
	Utah	10/1/2019	For more information, contact the Utah State Tax Commission ( <a href="https://tax.utah.gov/">https://tax.utah.gov/</a> )
	Vermont	6/7/2019	For more information, contact the Vermont Department of Taxes ( <a href="https://tax.vermont.gov/">https://tax.vermont.gov/</a> ).
	Virginia	7/1/2019	<a href="https://www.tax.virginia.gov/remote-sellers-marketplace-facilitators-economic-nexus">https://www.tax.virginia.gov/remote-sellers-marketplace-facilitators-economic-nexus</a>
	Washington	1/1/2018	<a href="https://dor.wa.gov/find-taxes-rates/retail-sales-tax/tax-obligation-marketplace-facilitators">https://dor.wa.gov/find-taxes-rates/retail-sales-tax/tax-obligation-marketplace-facilitators</a>
	West Virginia	7/1/2019	<a href="https://public.wvtax.gov/Business/SalesAndUseTax/ECommerce/MarketplaceFacilitators/Pages/MarketplaceFacilitators.aspx">https://public.wvtax.gov/Business/SalesAndUseTax/ECommerce/MarketplaceFacilitators/Pages/MarketplaceFacilitators.aspx</a>
	Wisconsin	1/1/2020	For more information, contact the Wisconsin Department of Revenue ( <a href="https://www.revenue.wi.gov/pages/home.aspx">https://www.revenue.wi.gov/pages/home.aspx</a> ).

## Payment, Pricing, and Promotions

	Wyoming	7/1/2019	For more information, contact the Wyoming Department of Revenue ( <a href="https://revenue.wyo.gov/">https://revenue.wyo.gov/</a> )																																	
<b>About US State Sales and Use Taxes</b>																																				
Items sold on Sahara Eagle Marketplaces and shipped to locations both inside and outside the US, including territories, may be subject to tax.																																				
<b>How Tax is calculated</b>																																				
Tax Calculation Process at Sahara Eagle																																				
The calculation of tax on your order is influenced by various factors, including:																																				
<ul style="list-style-type: none"><li>• The seller's identity</li><li>• The type of item or service you're purchasing</li><li>• The time and location of fulfillment</li><li>• The shipment or delivery address of your order</li><li>•</li></ul>																																				
These elements can undergo changes from the moment you place your order to when it's fulfilled. Consequently, the tax applied to your order may also change. An "Estimated Tax" is presented at checkout when confirming your order. This estimate may be adjusted later once your order is finalized.																																				
The tax rate applied to your order corresponds to the combined state and local rates at the delivery or fulfillment address. For instance, even if your state doesn't impose a sales tax, you might still see tax calculated if your order is shipped to another state. Additionally, tax rates may vary based on factors such as delivery to a residential versus a business address. Furthermore, the total selling price of an item typically encompasses item-level shipping and handling charges, discounts, and gift-wrapping fees. If these charges are applied at the order level, they may be distributed among individual items in your order.																																				
When ordering from Sahara Eagle.com and shipping internationally, you may incur taxes based on the applicable rates of the destination country.																																				
<b>Please take note:</b>																																				
<ul style="list-style-type: none"><li>• Gift cards purchases are not taxed, but purchases made using gift cards may be taxable.</li></ul>																																				
Items sold on Sahara Eagle.com that are shipped to destinations in the following states and US territories may be subject to tax:																																				
<table><tr><td>Alabama</td><td>Kentucky</td><td>Ohio</td></tr><tr><td>Alaska</td><td>Louisiana</td><td>Oklahoma</td></tr><tr><td>Arizona</td><td>Maine</td><td>Pennsylvania</td></tr><tr><td>Arkansas</td><td>Maryland</td><td>Puerto Rico</td></tr><tr><td>California</td><td>Massachusetts</td><td>Rhode Island</td></tr><tr><td>Colorado</td><td>Michigan</td><td>South Carolina</td></tr><tr><td>Connecticut</td><td>Minnesota</td><td>South Dakota</td></tr><tr><td>District of Columbia</td><td>Mississippi</td><td>Tennessee</td></tr><tr><td>Florida</td><td>Missouri</td><td>Texas</td></tr><tr><td>Georgia</td><td>Nebraska</td><td>Utah</td></tr><tr><td>Hawaii</td><td>Nevada</td><td>Virginia</td></tr></table>				Alabama	Kentucky	Ohio	Alaska	Louisiana	Oklahoma	Arizona	Maine	Pennsylvania	Arkansas	Maryland	Puerto Rico	California	Massachusetts	Rhode Island	Colorado	Michigan	South Carolina	Connecticut	Minnesota	South Dakota	District of Columbia	Mississippi	Tennessee	Florida	Missouri	Texas	Georgia	Nebraska	Utah	Hawaii	Nevada	Virginia
Alabama	Kentucky	Ohio																																		
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Florida	Missouri	Texas																																		
Georgia	Nebraska	Utah																																		
Hawaii	Nevada	Virginia																																		

## Payment, Pricing, and Promotions

	Idaho	New Jersey	Vermont	
	Illinois	New Mexico	Washington	
	Indiana	New York	West Virginia	
	Iowa	North Carolina	Wisconsin	
	Kansas	North Dakota	Wyoming	
	<p><b>Sahara Eagle Tax Exemption Program (SETEP)</b></p> <p>Individuals or businesses may qualify to make tax-exempt purchases. Sahara Eagle Tax Exemption Program (STEP) supports tax-exempt purchases for sales sold by Sahara Eagle, its affiliates, and participating independent third-party sellers. The Sahara Eagle Tax Exemption Wizard takes you through a self-guided process of enrollment.</p> <p><b>Introduction:</b></p> <p>The Sahara Eagle Tax Exemption Program (STEP) is designed to provide eligible customers with exemptions or reductions on applicable taxes for purchases made through Sahara Eagle. This program aims to support specific groups or entities by alleviating the financial burden of taxes, promoting affordability, and facilitating access to essential goods and services.</p> <p><b>Eligibility Criteria:</b></p> <ol style="list-style-type: none"> <li><b>Nonprofit Organizations:</b> Nonprofit organizations registered under relevant legal frameworks and engaged in charitable, educational, religious, or other qualifying activities may qualify for tax exemptions on eligible purchases.</li> <li><b>Government Entities:</b> Government agencies, including federal, state, and local government bodies, are eligible for tax exemptions on purchases made for official purposes.</li> <li><b>Educational Institutions:</b> Accredited educational institutions, such as schools, colleges, and universities, may qualify for tax exemptions on purchases related to educational materials, equipment, and services.</li> <li><b>Healthcare Institutions:</b> Hospitals, clinics, medical research facilities, and other healthcare institutions may be eligible for tax exemptions on purchases of medical supplies, equipment, and related services.</li> <li><b>Charitable Organizations:</b> Charitable foundations, trusts, and similar entities dedicated to philanthropic endeavors may qualify for tax exemptions on purchases supporting their charitable activities.</li> </ol> <p><b>Application Process:</b></p> <ol style="list-style-type: none"> <li><b>Verification of Eligibility:</b> Applicants must provide relevant documentation to verify their eligibility for tax exemptions under STEP. This may include proof of nonprofit status, government accreditation, educational institution recognition, or charitable organization registration.</li> <li><b>Submission of Application:</b> Eligible entities can submit their application for STEP participation through an online portal or by contacting Sahara Eagle's customer support team. The application should include detailed information about the organization, its mission, and the nature of purchases eligible for tax exemption.</li> <li><b>Review and Approval:</b> Sahara Eagle's dedicated team will review each application to ensure compliance with eligibility criteria and regulatory requirements. Upon approval, the organization will be enrolled in STEP, and tax exemptions will be applied to eligible purchases.</li> </ol> <p><b>Benefits of SETEP:</b></p> <ol style="list-style-type: none"> <li><b>Financial Relief:</b> STEP provides significant cost savings by exempting eligible organizations from applicable taxes, allowing them to allocate resources more efficiently toward their core missions and activities.</li> <li><b>Enhanced Affordability:</b> By reducing the financial burden of taxes, STEP promotes affordability and accessibility to essential goods and services for eligible entities, including educational materials, healthcare supplies, and charitable initiatives.</li> </ol>			

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	<p>3. <b>Streamlined Procurement:</b> Participating organizations benefit from a streamlined procurement process, with tax exemptions automatically applied to eligible purchases made through Sahara Eagle's platform.</p> <p>4. <b>Compliance Assistance:</b> Sahara Eagle offers dedicated support and guidance to STEP participants, ensuring compliance with tax regulations and facilitating a seamless experience throughout the procurement process.</p> <p><b>Conclusion:</b> The Sahara Eagle Tax Exemption Program (STEP) exemplifies our commitment to supporting nonprofit organizations, government entities, educational institutions, healthcare providers, and charitable organizations. By alleviating the financial burden of taxes, SETEP empowers eligible entities to pursue their missions more effectively, drive positive social impact, and contribute to the well-being of communities worldwide.</p> <p><b>Disclaimer:</b> This program is subject to change at the discretion of Sahara Eagle. Tax laws and regulations vary across African countries. The final determination of tax exemption will depend on specific local regulations and the applicable tax authority. STEP does not guarantee complete tax exemption but aims to provide partial tax relief to participating businesses.</p>
	<p>Make sure that you have all the necessary information for enrollment:</p> <ul style="list-style-type: none"> <li>• Territory/state in which you wish to enroll.</li> <li>• Entity type of your organization</li> <li>• Organization's Address.</li> <li>• Exemption numbers or exemption form* (if applicable)</li> </ul> <p>We do not accept sales tax permits, articles of incorporation, tax licenses, IRS determination letters (unless required by state law), W9s, or certificates of registration for enrollment into the program.</p> <p>For a list of acceptable documents by state/territory and entity type see Certificates Required by State for Exemption or Tax Refund.</p>
	<p><b>Certificates Required by State for Exemption or Tax Refund</b></p> <p>Standard documents listed by state and entity.</p> <p>For a list of documents needed for enrollment into the Sahara Eagle Tax Exemption Program, or to receive a tax refund, please download the <a href="#">Sahara Eagle Tax Exemption Matrix</a> and review. This matrix is not all inclusive and questions regarding specific exemptions or qualifications should be directed to your tax adviser or local taxing authority as Sahara Eagle can't provide tax guidance.</p> <p><b>Diplomats are required to provide a front and back copy of their card for validation.</b> Native American Individuals or Tribes are able to provide a copy of their Tribal ID card or completed exemption certificate based on state requirements for enrollment or refund request.</p> <p>For us to validate and review a document for enrollment into the Sahara Eagle Tax Exemption Program, or issue a tax refund, the document must match the Business Name or address on the account.</p> <p>Documents submitted must be dated, signed, and list a description of items (if applicable). Examples of acceptable descriptions are as follows: books, school items, beauty and personal care, clothing, shoes, jewelry, electronics, kitchen items, computer accessories and so on.</p> <p>Sahara Eagle can't accept sales tax permits, articles of incorporation, tax licenses, IRS determination letter (unless required by state law), W9's, or certificate of registrations.</p> <p>We're required to obtain valid state tax IDs on the document. Failure to provide proper valid IDs can result in denial or removal from the Sahara Eagle Tax Exemption Program, or for no refund to be issued.</p> <p>Once you've entered all this information, you'll be required to sign and accept the <a href="#">Terms and Conditions</a>. By accepting the Terms and Conditions, you acknowledge that the information entered is correct and the tax-exempt organization is recognized</p>

## Payment, Pricing, and Promotions

	<p>as valid by the state or US territory in which you've enrolled. Your exemption should be active within 15 minutes of completing the enrollment.</p> <p>Some state or U.S. territory exemptions are only issued by their respective taxing authorities. If you have such an exemption, you'll be asked to upload your certificate for enrollment. Customer Service will then review your application and email within 24 hours to confirm your enrollment or to request additional information.</p> <p>The document must match the business name or address on the account for us to validate and enroll you into the program. Documents uploaded must be dated and signed and list a description of items (if applicable). Examples of acceptable descriptions are as follows: books, school items, beauty and personal care, clothing, shoes, jewelry, electronics, kitchen items, computer accessories, and more.</p> <p>Failure to include the aforementioned items above will result in denial of the program.</p> <p><b>Purchasing from Sahara Eagle and Its Affiliates</b></p> <p>If you choose to list Sahara Eagle or any of its subsidiaries as a seller of record on the certificate, we can only exempt you from those purchases. If you would like to extend your exemption to Sahara Eagle.com affiliates, and participating third-party sellers on the Sahara Eagle marketplace, your documents must be completed as noted above.</p> <p><b>Partial Exemption</b></p> <p>Our program doesn't currently support partial exemptions for enrollment. If your entity qualifies for a partial exemption, you will need to contact us at <a href="mailto:tax-exempt@SaharaEagle.com">tax-exempt@SaharaEagle.com</a> and we'll issue a refund to your account.</p> <p>This is required to be done each time you place a qualifying order and documentation will need to be provided.</p>
	<p><b>Sahara Eagle Tax Exemption Program (STEP) Terms and Conditions</b></p> <p>Last updated February 28, 2024</p> <p>Welcome to the Sahara Eagle Tax Exemption Program ("STEP"). We provide STEP to eligible customers subject to these STEP Terms and Conditions ("Agreement"). By accepting this Agreement, you agree to be bound by all its terms, including those incorporated by reference.</p> <p><b>Requirements for Tax Exemption:</b> To request tax-exempt status in a particular state tax jurisdiction, you must provide Sahara Eagle with a valid tax exemption certificate or equivalent documentation accepted by the relevant tax authority. Sahara Eagle reserves the right to reject any request at its discretion. Upon approval, our systems will be configured to exempt qualifying purchases made via Sahara Eagle-operated websites from sales or use taxes in the designated jurisdiction during the exempt period specified in your tax exemption documentation.</p> <p><b>Representations, Warranties, and Indemnity:</b> You represent and warrant that any tax documentation provided to Sahara Eagle is accurate and reflects your tax status. You agree to update this information as necessary to maintain accuracy. Products and services purchased using a tax-exempt account and shipped to enrolled state tax jurisdictions will not be subject to sales and use tax. You agree not to misuse your tax-exempt account and to report and pay taxes directly to the state if products or services are used for non-exempt purposes. Sahara Eagle may require purchases to be made using the organization's payment method to qualify for exemption. By participating in STEP, you indemnify Sahara Eagle against any claims arising from your breach of representations, warranties, or obligations under this Agreement.</p> <p><b>Changes in Status; Termination:</b> Sahara Eagle reserves the right to refuse access to STEP, suspend or revoke tax configuration, or terminate participation at any time and for any reason. To terminate participation, contact Sahara Eagle customer service.</p> <p><b>Restrictions:</b> STEP only applies to purchases made via Sahara Eagle-operated websites from qualifying sellers. Sahara Eagle reserves the right to determine eligible products. If the purchase entity is unspecified on exemption documentation, it applies to any entity participating in STEP.</p> <p><b>Additional Jurisdictions:</b> If Sahara Eagle begins collecting tax in a new jurisdiction, customers must request tax exemption status and provide valid documentation for consideration of tax-exempt configuration.</p> <p><b>Changes to Agreement:</b> Sahara Eagle may update this Agreement at its discretion, with changes becoming effective upon posting on the Sahara Eagle website. Continued use of STEP constitutes acceptance of such changes.</p>

## Payment, Pricing, and Promotions

	<p><b>Miscellaneous:</b> Participation in STEP is subject to the Sahara Eagle Conditions of Use and Privacy Notice. In case of inconsistency, this Agreement prevails. Assignment of this Agreement requires Sahara Eagle's prior written consent. This Agreement is binding on the parties and their successors and assigns.</p>
	<p>› <b>More about Tax, Regulatory Fees, and Tax Exemptions</b></p>
	<p><b>Sales Tax Holidays</b>  Many taxing jurisdictions require <i>select</i> taxable products to be temporarily exempt from tax on specific dates. For example, a sales tax holiday may be enacted on "back to school" products before the new school year.</p> <p>You can find more information about sales tax holidays, including qualifying items, by visiting your state or US territory's department of revenue (or equivalent) website.</p> <p>Sales tax holidays may be applied to sales sold by Sahara Eagle.com and its affiliates, including marketplace sellers. However, tax may still be calculated on items if they do not qualify, which can include items over a certain threshold, bundles, or specific items that are not included in the holiday.</p>
	<p><b>Alabama's Simplified Sellers Use Tax</b></p> <p>The State of Alabama created the simplified sellers use tax program (SSUT) under Statute § 40-23-192. The SSUT program allows eligible sellers to collect, report and remit a flat eight percent (8%) of sellers use tax on all sales made into Alabama. Sahara Eagle and its eligible affiliates collect SSUT on sales to Alabama customers for remittance to the Alabama Department of Revenue.</p>
	<p><b>Florida State and Local Communications Services Taxes</b></p> <p>Florida and its local jurisdictions impose a Communications Services Tax (CST) on telecommunications, audio and video streaming, direct-to-home satellite, and related services. This definition includes voice, data, audio, video, or any other information or signals transmitted by any medium.</p> <p>The Florida Department of Revenue has advised Sahara Eagle that video rentals are included in the definition of video services. This means some benefits of Sahara Eagle Soar may also be subject to CST. As a result, CST will be proportionately applied to Soar for its taxable services.</p> <p>For additional information on CST, including any applicable exemptions, go to the <a href="#">Florida Department of Revenue Website</a>.</p>
	<p><b>Taxes in the City of Chicago</b></p> <p>The City of Chicago imposes taxes on certain items and services.</p> <p><b>City of Chicago Amusement Tax</b>  The City of Chicago imposes an Amusement Tax on electronically delivered amusement.</p> <p><b>City of Chicago Bottled Water Tax</b>  The City of Chicago imposes a \$0.05 Bottled Water Tax on each bottle of water shipped to the City of Chicago.</p> <p><b>City of Chicago Home Rule Municipal Soft Drink Occupation Tax</b>  The City of Chicago imposes a 3% Soft Drink Occupation Tax on specified soft drinks shipped and sold in the City of Chicago.</p> <p>For additional information, visit the <a href="#">City of Chicago</a> and <a href="#">Illinois Department of Revenue</a> web sites.</p> <p><b>Note:</b> The Cook County Soda Tax was repealed on October 11, 2017. The tax was no longer in effect as of December 01, 2017. As of this date, Sahara Eagle ceased charging this tax. For more information, visit the <a href="#">Cook County</a> website.</p>
	<p><b>Sweetened Beverage Surcharge</b></p> <p>We collect a surcharge in the following jurisdiction that impose a tax on sweetened beverages.</p>

## Payment, Pricing, and Promotions

	<table><tr><th>City or State</th><th>Fee per Sweetened Beverage</th><th>More Information</th></tr><tr><td>Boulder, CO</td><td>\$0.02 per ounce</td><td><a href="https://bouldercolorado.gov/services/sugar-sweetened-beverage-tax">https://bouldercolorado.gov/services/sugar-sweetened-beverage-tax</a></td></tr><tr><td>Philadelphia, PA</td><td>\$0.015 per ounce</td><td><a href="https://www.phila.gov/services/payments-assistance-taxes/business-taxes/philadelphia-beverage-tax/">https://www.phila.gov/services/payments-assistance-taxes/business-taxes/philadelphia-beverage-tax/</a></td></tr><tr><td>San Francisco, CA</td><td>\$0.01 per ounce</td><td><a href="https://sftreasurer.org/business/taxes-fees/sugary-drinks-tax">https://sftreasurer.org/business/taxes-fees/sugary-drinks-tax</a></td></tr><tr><td>Seattle, WA</td><td>\$0.0175 per ounce</td><td><a href="https://www.seattle.gov/business-license-tax/other-seattle-taxes/sweetened-beverage-tax">https://www.seattle.gov/business-license-tax/other-seattle-taxes/sweetened-beverage-tax</a></td></tr></table>	City or State	Fee per Sweetened Beverage	More Information	Boulder, CO	\$0.02 per ounce	<a href="https://bouldercolorado.gov/services/sugar-sweetened-beverage-tax">https://bouldercolorado.gov/services/sugar-sweetened-beverage-tax</a>	Philadelphia, PA	\$0.015 per ounce	<a href="https://www.phila.gov/services/payments-assistance-taxes/business-taxes/philadelphia-beverage-tax/">https://www.phila.gov/services/payments-assistance-taxes/business-taxes/philadelphia-beverage-tax/</a>	San Francisco, CA	\$0.01 per ounce	<a href="https://sftreasurer.org/business/taxes-fees/sugary-drinks-tax">https://sftreasurer.org/business/taxes-fees/sugary-drinks-tax</a>	Seattle, WA	\$0.0175 per ounce	<a href="https://www.seattle.gov/business-license-tax/other-seattle-taxes/sweetened-beverage-tax">https://www.seattle.gov/business-license-tax/other-seattle-taxes/sweetened-beverage-tax</a>	
City or State	Fee per Sweetened Beverage	More Information															
Boulder, CO	\$0.02 per ounce	<a href="https://bouldercolorado.gov/services/sugar-sweetened-beverage-tax">https://bouldercolorado.gov/services/sugar-sweetened-beverage-tax</a>															
Philadelphia, PA	\$0.015 per ounce	<a href="https://www.phila.gov/services/payments-assistance-taxes/business-taxes/philadelphia-beverage-tax/">https://www.phila.gov/services/payments-assistance-taxes/business-taxes/philadelphia-beverage-tax/</a>															
San Francisco, CA	\$0.01 per ounce	<a href="https://sftreasurer.org/business/taxes-fees/sugary-drinks-tax">https://sftreasurer.org/business/taxes-fees/sugary-drinks-tax</a>															
Seattle, WA	\$0.0175 per ounce	<a href="https://www.seattle.gov/business-license-tax/other-seattle-taxes/sweetened-beverage-tax">https://www.seattle.gov/business-license-tax/other-seattle-taxes/sweetened-beverage-tax</a>															
	<p><b>Consumer Use Tax Requirements</b></p> <p>Customers purchasing on Sahara Eagle and shipping to the following states may have consumer use tax obligations.</p> <table><tr><th>State</th><th>Requirement</th></tr><tr><td>Colorado</td><td>If tax is not collected on your order, the state of Colorado requires that a Colorado purchaser file a sales and use tax return at the end of the year. These sales and use tax is to report all taxable purchases that were not taxed and to pay the taxes associated with those purchases. The purchase is not exempt from Colorado sales or use tax merely because it is made over the Internet. Colorado home rule jurisdictions must be contacted directly to determine any tax liability under their city sales and use tax ordinances.</td></tr></table>		State	Requirement	Colorado	If tax is not collected on your order, the state of Colorado requires that a Colorado purchaser file a sales and use tax return at the end of the year. These sales and use tax is to report all taxable purchases that were not taxed and to pay the taxes associated with those purchases. The purchase is not exempt from Colorado sales or use tax merely because it is made over the Internet. Colorado home rule jurisdictions must be contacted directly to determine any tax liability under their city sales and use tax ordinances.											
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	<p><b>White Goods Disposal Fees</b></p> <p>Some states impose a disposal fee on retail sales of white goods (certain household appliances). North Carolina.</p> <p>The State of North Carolina imposes a \$3.00 disposal fee on each white good sold within North Carolina.</p> <p>Go to the <a href="#">North Carolina Department of Revenue</a> website for additional information.</p>																
	<p><b>Request a Tax Refund</b></p> <p>The following information is provided on how to request a tax refund.</p> <p>To request a tax refund, please contact Customer Service with a detailed request from the e-mail address associated with the account after the order has been delivered. Include any supporting tax exemption documentation for the state or US territory to which your shipment was delivered. Please provide the documentation in PDF file format, as Customer Service is unable to open any documents that are not in PDF format.</p> <p>After the order has been delivered successfully, send any required documentation from the account that placed the order along with the following information to <a href="mailto:tax-exempt@Sahara Eagle.com">tax-exempt@Sahara Eagle.com</a>:</p> <ul style="list-style-type: none"><li>Reason for request</li><li>Order number (17 digits in this format: XXX-XXXXXXX-XXXXXXX)</li><li>Acceptable documentation of exemption in PDF format (if required).</li></ul> <p>Upon verification of the document, we'll process the tax refund. Please note that tax refunds cannot be issued until your shipment is delivered successfully.</p>																

Payment, Pricing, and Promotions

	<p><b>New Mexico Combined Reporting System (CRS) Number</b></p> <p>Tax exempt customers registered in New Mexico are able to enroll in the Sahara Eagle Tax Exemption Program (STEP) using the state's required CRS numbers.</p> <p>Eligible purchases for exemption in New Mexico are limited to items sold by Sahara Eagle.com</p> <p>The following CRS number is provided for the Sahara Eagle entity currently registered in New Mexico:</p>																														
<b>Taxes Outside the United States</b>	<p><b>VAT Rates</b></p> <p>VAT rates may vary depending on the destination country and product type.</p> <p><b>Physical Products</b></p> <p>The sale of products and services will be taxable in the country associated with the location of the customer. Tax is charged at the applicable rate in accordance with local legislation in each country.</p> <table><tr><th>Country</th><th>VAT Rate</th></tr><tr><td>Armenia</td><td>20%</td></tr><tr><td>Austria</td><td>20%</td></tr><tr><td>Belgium</td><td>21%</td></tr><tr><td>Bulgaria</td><td>20%</td></tr><tr><td>Croatia</td><td>25%</td></tr><tr><td>Cyprus</td><td>19%</td></tr><tr><td>Czech Republic</td><td>21%</td></tr><tr><td>Denmark</td><td>25%</td></tr><tr><td>Estonia</td><td>22%</td></tr><tr><td>Finland</td><td>24%</td></tr><tr><td>France &amp; Monaco</td><td>20%</td></tr><tr><td>Germany</td><td>19%</td></tr><tr><td>Great Britain and Northern Ireland</td><td>20%</td></tr><tr><td>Greece</td><td>24%</td></tr></table>	Country	VAT Rate	Armenia	20%	Austria	20%	Belgium	21%	Bulgaria	20%	Croatia	25%	Cyprus	19%	Czech Republic	21%	Denmark	25%	Estonia	22%	Finland	24%	France & Monaco	20%	Germany	19%	Great Britain and Northern Ireland	20%	Greece	24%
Country	VAT Rate																														
Armenia	20%																														
Austria	20%																														
Belgium	21%																														
Bulgaria	20%																														
Croatia	25%																														
Cyprus	19%																														
Czech Republic	21%																														
Denmark	25%																														
Estonia	22%																														
Finland	24%																														
France & Monaco	20%																														
Germany	19%																														
Great Britain and Northern Ireland	20%																														
Greece	24%																														

Payment, Pricing, and Promotions

	Hungary	27%
	Republic of Ireland	23%
	Italy	22%
	Latvia	21%
	Lithuania	21%
	Luxembourg	16%
	Malta	18%
	Netherlands	21%
	Norway	25%
	Poland	23%
	Portugal	23%
	Romania	19%
	Singapore	9%
	Slovakia	20%
	Slovenia	22%
	Spain	21%
	Sweden	25%
	Switzerland	8.1%
	United Kingdom	20%
	<b>About Goods and Services Tax (GST)</b>	
	<b>Sahara Eagle Goods and Services Tax (GST) Overview:</b>	
	Sahara Eagle adheres to all federal and state regulations regarding Goods and Services Tax (GST) across the United States. The GST framework implemented by Sahara Eagle ensures compliance with federal laws such as the Uniform Sales and Use Tax	

## Payment, Pricing, and Promotions

Administration Act (USUTAA) and the Streamlined Sales and Use Tax Agreement (SSUTA), as well as individual state laws governing sales tax.

### **Federal Regulations:**

#### **1. Uniform Sales and Use Tax Administration Act (USUTAA):**

- Sahara Eagle complies with the provisions outlined in the USUTAA, which aims to standardize the administration and collection of sales and use taxes among states that choose to adopt its provisions.
- Under USUTAA, Sahara Eagle ensures consistency in tax rates, definitions, and exemptions across participating states to facilitate efficient tax administration and compliance.

#### **2. Streamlined Sales and Use Tax Agreement (SSUTA):**

- Sahara Eagle is a participating member of SSUTA, which aims to simplify and modernize sales and use tax collection and administration.
- As a member, Sahara Eagle adheres to uniform definitions, tax rates, and taxability rules, streamlining the process for both businesses and consumers.

### **State Regulations:**

#### **1. State Sales Tax Laws:**

- Sahara Eagle complies with state-specific sales tax laws governing the collection, remittance, and administration of taxes in each jurisdiction where it conducts business.
- This includes adhering to state regulations regarding tax rates, taxable goods and services, exemptions, and filing requirements.

#### **2. State Nexus Laws:**

- Sahara Eagle monitors state nexus laws to ensure compliance with thresholds triggering sales tax obligations in each state.
- The company registers sales tax permits in states where it meets nexus thresholds, enabling it to collect and remit taxes to the respective taxing authorities.

#### **3. State-Specific Tax Regulations:**

- Sahara Eagle maintains awareness of state-specific tax regulations, such as marketplace facilitator laws, digital goods tax laws, and remote seller laws, to ensure full compliance in each jurisdiction.
- The company adjusts its tax collection practices accordingly to align with the unique requirements of each state.

### **Compliance and Reporting:**

#### **1. Tax Collection and Remittance:**

- Sahara Eagle collects applicable sales tax from customers at the time of sale and remits these taxes to the appropriate state taxing authorities on a regular basis.
- The company maintains detailed records of sales transactions and tax collections to facilitate accurate reporting and remittance.

#### **2. Filing Requirements:**

- Sahara Eagle files sales tax returns in each jurisdiction where it is registered for sales tax purposes, adhering to state-specific filing frequencies and deadlines.
- The company ensures timely and accurate reporting of sales tax collected, exemptions claimed, and any other required information on state tax returns.

#### **3. Audits and Compliance Checks:**

- Sahara Eagle conducts periodic audits and compliance checks to verify the accuracy and completeness of its sales tax reporting and remittance practices.
- The company addresses any discrepancies or errors identified during audits promptly and takes corrective actions to ensure ongoing compliance.

## Payment, Pricing, and Promotions

	<p><b>Customer Education and Support:</b></p> <p><b>1. Transparent Pricing and Tax Disclosure:</b></p> <ul style="list-style-type: none"><li>Sahara Eagle provides clear and transparent pricing to customers, including disclosure of applicable taxes at the point of sale.</li><li>The company educates customers about the factors influencing tax calculations, such as product type, delivery location, and applicable tax rates.</li></ul> <p><b>2. Customer Support and Assistance:</b></p> <ul style="list-style-type: none"><li>Sahara Eagle offers customer support and assistance regarding tax-related inquiries, including explanations of tax charges, assistance with exemption certificates, and guidance on tax compliance.</li></ul> <p>By adhering to comprehensive federal and state regulations and providing robust compliance measures, Sahara Eagle ensures adherence to Goods and Services Tax (GST) requirements while delivering exceptional service to its customers.</p>
	<p><b>Tax on Low Value Imported Goods (LVIG)</b></p> <p>Sahara Eagle is obligated to calculate, collect, and remit Sales Taxes including Value Added Tax (VAT), Goods and Services Tax (GST), and others, on low-value imported goods (LVIG) classified as taxable for each relevant jurisdiction.</p> <p>The tax applies to items sold on Sahara Eagle.com, delivered to addresses in specified jurisdictions (listed below) outside of the United States, and meeting the classification of LVIG for that jurisdiction.</p> <p>When you provide the jurisdiction delivery address at checkout, any estimated tax applies to your items and is calculated into your order total. Tax will also apply to any delivery charges associated with your order.</p> <p>The order details display a tax break down for LVIG items where tax is calculated, collected and remitted by Sahara Eagle.com. An invoice with relevant order and tax details is available in <a href="#">Your Orders</a>. To view or print an invoice, go to <a href="#">Print an Invoice</a>.</p>
	<p><b>Print an Invoice</b></p> <p><b>You can print an invoice for your order in Your Account as soon as your order is shipped.</b></p> <p><b>To print an invoice:</b></p> <ol style="list-style-type: none"><li>Go to <a href="#">Your Orders</a>.</li><li>Select Invoice underneath the order number.</li><li>Select Print this page for your records on the top of the order summary.</li><li>Select your browser's print button.</li></ol>
	<p><b>Tax on Low Value Imported Goods (LVIG)</b></p> <p>Sahara Eagle is obligated to calculate, collect, and remit Sales Taxes including Value Added Tax (VAT), Goods and Services Tax (GST), and others, on low-value imported goods (LVIG) classified as taxable for each relevant jurisdiction.</p> <p>The tax applies to items sold on Sahara Eagle.com, delivered to addresses in specified jurisdictions (listed below) outside of the United States, and meeting the classification of LVIG for that jurisdiction.</p> <p>When you provide the jurisdiction delivery address at checkout, any estimated tax applies to your items and is calculated into your order total. Tax will also apply to any delivery charges associated with your order.</p> <p>The order details display a tax breakdown for LVIG items where tax is calculated, collected and remitted by Sahara Eagle.com. An invoice with relevant order and tax details is available in <a href="#">Your Orders</a>. To view or print an invoice, go to <a href="#">Print an Invoice</a>.</p>

## Payment, Pricing, and Promotions

### Physical Products

The sale of products and services (not including digital content) will be taxable in the country associated with the delivery address of the customer. Tax is charged at the applicable rate in accordance with local legislation in each country.

Country	Type	Rate	Threshold
Australia	GST	10%	\$1,000 AUD
European Union	VAT		€150
Jersey	GST	5%	No Threshold
Kazakhstan	VAT	12%	€200
Malaysia	ST	10%	500 MYR
New Zealand	GST	10%	\$1,000 NZD
Norway	VAT	25%	3,000 NOK
Singapore	GST	9%	\$400 SGD
United Kingdom	VAT	20%	£135

### Sahara Eagle.com Privacy Notice

Last Updated: March 10, 2024

We know that you care how information about you is used and shared, and we appreciate your trust that we will do so carefully and sensibly. This Privacy Notice describes how Sahara Eagle.com and its affiliates (collectively "Sahara Eagle") collect and process your personal information through Sahara Eagle websites, devices, products, services, online and physical stores, and applications that reference this Privacy Notice (together "Sahara Eagle Services"). **By using Sahara Eagle Services, you are consenting to the practices described in this Privacy Notice.**

#### What Personal Information About Customers Does Sahara Eagle Collect?

We collect your personal information in order to provide and continually improve our products and services.

Here are the types of personal information we collect:

- **Information You Give Us:** We receive and store any information you provide in relation to Sahara Eagle Services. You can choose not to provide certain information, but then you might not be able to take advantage of many of our Sahara Eagle Services.
- **Automatic Information:** We automatically collect and store certain types of information about your use of Sahara Eagle Services, including information about your interaction with products, content, and services available through Sahara Eagle Services. Like many websites, we use "cookies" and other unique identifiers, and we obtain certain types of information when your web browser or device accesses Sahara Eagle Services and other content served by or on behalf of Sahara Eagle on other websites. Our physical stores may use cameras, computer vision, sensors, and other technology to gather information about your activity in the store, such as the products and services you interact with.
- **Information from Other Sources:** We might receive information about you from other sources, such as updated delivery and address information from our carriers, which we use to correct our records and deliver your next purchase more easily.

## Payment, Pricing, and Promotions

### For What Purposes Does Sahara Eagle Use Your Personal Information?

We use your personal information to operate, provide, develop, and improve the products and services that we offer our customers. These purposes include:

- **Purchase and delivery of products and services.** We use your personal information to take and handle orders, deliver products and services, process payments, and communicate with you about orders, products and services, and promotional offers.
- **Provide, troubleshoot, and improve Sahara Eagle Services.** We use your personal information to provide functionality, analyze performance, fix errors, and improve the usability and effectiveness of the Sahara Eagle Services.
- **Recommendations and personalization.** We use your personal information to recommend features, products, and services that might be of interest to you, identify your preferences, and personalize your experience with Sahara Eagle Services.
- **Comply with legal obligations.** In certain cases, we collect and use your personal information to comply with laws. For instance, we collect from sellers information regarding place of establishment and bank account information for identity verification and other purposes.
- **Communicate with you.** We use your personal information to communicate with you in relation to Sahara Eagle Services via different channels (e.g., by phone, email, chat).
- **Advertising.** We use your personal information to display interest-based ads for features, products, and services that might be of interest to you. We do not use information that personally identifies you to display interest-based ads. To learn more, please read our Interest-Based Ads notice.
- **Fraud Prevention and Credit Risks.** We use personal information to prevent and detect fraud and abuse in order to protect the security of our customers, Sahara Eagle, and others. We may also use scoring methods to assess and manage credit risks.

### What About Cookies and Other Identifiers?

To enable our systems to recognize your browser or device and to provide and improve Sahara Eagle Services, we use cookies and other identifiers. For more information about cookies and how we use them, please read our Cookies Notice.

### Cookies

**Last Updated: March 10, 2024**

We use cookies, pixels, and other technologies (collectively, "cookies") to recognize your browser or device, learn more about your interests, and provide you with essential features and services and for additional purposes, including:

- Recognizing you when you sign-in to use our services. This allows us to provide you with product recommendations, display personalized content, recognize you as a Soar member, enable you to use 1-Click purchasing, and provide other customized features and services.
- Keeping track of your specified preferences. This allows us to honor your preferences, such as whether or not you would like to see interest-based ads. You may set your preferences through **Your Account**.
- Keeping track of items stored in your shopping basket.
- Conducting research and diagnostics to improve Sahara Eagle's content, products, and services.
- Preventing fraudulent activity.
- Improving security.
- Delivering content, including ads, relevant to your interests on Sahara Eagle sites and third-party sites (see the Interest-Based Ads notice for how we use cookies in serving **interest-based ads**).
- Reporting. This allows us to measure and analyze the performance of our services.

Sahara Eagle's cookies allow you to take advantage of some of Sahara Eagle's essential features. For instance, if you block or otherwise reject our cookies, you will not be able to add items to your Shopping Cart, proceed to Checkout, or use any Sahara Eagle products and services that require you to sign in.

Approved third parties may also set cookies when you interact with Sahara Eagle services. Third parties include search engines, providers of measurement and analytics services, social media networks, and advertising companies. Third parties use cookies in the process of delivering content, including ads relevant to your interests, to measure the effectiveness of their ads, and to perform services on behalf of Sahara Eagle.

You can manage browser cookies through your browser settings. The 'Help' feature on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, how to block cookies, and when cookies will expire. If you block all cookies on your browser, neither we nor third parties will transfer cookies to your browser. If you do

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this, however, you may have to manually adjust some preferences every time you visit a site, and some features and services may not work.

### DOES SAHARA EAGLE SHARE YOUR PERSONAL INFORMATION?

Information about our customers is an important part of our business, and we are not in the business of selling our customers' personal information to others. We share customers' personal information only as described below and with subsidiaries Sahara Eagle.com, Inc. controls that either are subject to this Privacy Notice or follow practices at least as protective as those described in this Privacy Notice.

- **Transactions Involving Third Parties:** We make available to you services, products, applications, or skills provided by third parties for use on or through Sahara Eagle Services. For example, you can order products from third parties through our stores, download applications from third-party application providers from our App Store, and enable third-party skills through our Alexa services. We also offer services or sell product lines jointly with third-party businesses, such as co-branded credit cards. You can tell when a third party is involved in your transactions, and we share customers' personal information related to those transactions with that third party.
- **Third-Party Service Providers:** We employ other companies and individuals to perform functions on our behalf. Examples include fulfilling orders for products or services, delivering packages, sending postal mail and email, removing repetitive information from customer lists, analyzing data, providing marketing assistance, providing search results and links (including paid listings and links), processing payments, transmitting content, scoring, assessing and managing credit risk, and providing customer service. These third-party service providers have access to personal information needed to perform their functions, but may not use it for other purposes.
- **Business Transfers:** As we continue to develop our business, we might sell or buy other businesses or services. In such transactions, customer information generally is one of the transferred business assets but remains subject to the promises made in any pre-existing Privacy Notice (unless, of course, the customer consents otherwise). Also, in the unlikely event that Sahara Eagle.com, Inc. or substantially all of its assets are acquired, customer information will of course be one of the transferred assets.
- **Protection of Sahara Eagle and Others:** We release account and other personal information when we believe release is appropriate to comply with the law; enforce or apply our [Conditions of Use](#) and other agreements; or protect the rights, property, or safety of Sahara Eagle, our users, or others. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction.

Other than as set out above, you will receive notice when personal information about you might be shared with third parties, and you will have an opportunity to choose not to share the information.

### How Secure Is Information About Me?

We design our systems with your security and privacy in mind.

- We work to protect the security of your personal information during transmission by using encryption protocols and software.
- We follow the Payment Card Industry Data Security Standard (PCI DSS) when handling credit card data.
- We maintain physical, electronic, and procedural safeguards in connection with the collection, storage, and disclosure of customer personal information. Our security procedures mean that we may ask to verify your identity before we disclose personal information to you.
- Our devices offer security features to protect them against unauthorized access and loss of data. You can control these features and configure them based on your needs.
- It is important for you to protect against unauthorized access to your password and to your computers, devices, and applications. We recommend using a unique password for your Sahara Eagle account that is not used for other online accounts. Be sure to sign off when finished using a shared computer. Below are instructions on how to sign off.

### Sign out of Your Sahara Eagle Account on the Sahara Eagle Website

You can sign out of your Sahara Eagle account by selecting Sign Out in the Account & Lists drop-down.

To sign out of your Sahara Eagle account on the Sahara Eagle website:

1. Select **Account & Lists**.
2. In the drop-down menu that appears, select Sign Out.

### What About Advertising?

- **Third-Party Advertisers and Links to Other Websites:** Sahara Eagle Services may include third-party advertising and links to other websites and apps. Third-party advertising partners may collect information about you when you interact with their content, advertising, and services. For more information about third-party advertising at Sahara Eagle, including interest-based ads, please read our [Interest-Based Ads notice](#). To adjust your advertising preferences, please go to the [Your Ads Privacy Choices](#) page.
- **Third-Party Advertisers and Links to Other Websites:** Sahara Eagle Services may include third-party advertising and links to other websites and apps. Third-party advertising partners may collect information about you when you interact with their content,

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advertising, and services. For more information about third-party advertising at Sahara Eagle, including interest-based ads, please read our Interest-Based Ads notice. To adjust your advertising preferences, please go to the Your Ads Privacy Choices page.

### (Your Ads Privacy Choices)

To display products, services, and features that might interest you, we show cross-context behavioral ads and interest-based ads.

#### If you opt out, we won't:

- Use information about your use of our store and services to deliver ads to you off of Sahara Eagle's own properties.
- Deliver ads to you on Sahara Eagle that use information provided by the advertiser.

We'll continue to share your data with our co-branded subsidiaries. We'll also continue to show you ads based on your activity on Sahara Eagle's sites and apps and those of our co-branded subsidiaries.

To avoid having to change your settings every time you use Sahara Eagle, sign in. If you're not signed in, your choices might not be recognized when you use a different browser or delete your cookies.

### What Information Can I Access?

You can access your information, including your name, address, payment options, profile information, Soar membership, household settings, and purchase history in the "Your Account" section of the website. Below is a list of examples that you can access:

#### Examples of Information Collected

##### Information You Give Us When You Use Sahara Eagle Services

You provide information to us when you:

- search or shop for products or services in our stores;
- add or remove an item from your cart, or place an order through or use Sahara Eagle Services;
- provide information in **Your Account** (and you might have more than one if you have used more than one email address or mobile number when shopping with us) or **Your Profile**;
- upload your contacts;
- configure your settings on, provide data access permissions for, or interact with an Sahara Eagle device or service.
- provide information in your **Seller Account**,
- offer your products or services on or through Sahara Eagle Services;
- communicate with us by phone, email, or otherwise;
- complete a questionnaire, a support ticket, or a contest entry form;
- Watchlists, **Wish Lists**, or other gift registries;
- participate in Discussion Boards or other community features;
- provide and rate **Reviews**;
- specify a Special Occasion Reminder; or
- employ **Product Availability Alerts**, such as Available Order Notifications.

#### As a result of those actions, you might supply us with such information as:

- identifying information such as your name, address, and phone numbers;
- payment information;
- your age;
- your location information;
- your IP address;
- people, addresses and phone numbers listed in your Addresses;
- email addresses of your friends and other people;
- content of reviews and emails to us;
- personal description and photograph in **Your Profile**.
- images and videos collected or stored in connection with Sahara Eagle Services;
- information and documents regarding identity, including Social Security and driver's license numbers;
- corporate and financial information;
- credit history information;

#### Automatic Information

##### Examples of the information we collect and analyze include:

- the internet protocol (IP) address used to connect your computer to the internet;
- login, email address, and password;

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- the location of your device or computer;
- content interaction information, such as content downloads, streams, and playback details, including duration and number of simultaneous streams and downloads, and network details for streaming and download quality, including information about your internet service provider;
- device metrics such as when a device is in use, application usage, connectivity data, and any errors or event failures;
- Sahara Eagle Services metrics (e.g., the occurrences of technical errors, your interactions with service features and content, your settings preferences and backup information, location of your device running an application, information about uploaded images and files such as the file name, dates, times and location of your images);
- version and time zone settings;
- purchase and content use history, which we sometimes aggregate with similar information from other customers to create features like [Top Sellers](#);
- the full Uniform Resource Locator (URL) clickstream to, through, and from our websites, including date and time; products and content you viewed or searched for; page response times, download errors, length of visits to certain pages, and page interaction information (such as scrolling, clicks, and mouse-overs);
- phone numbers used to call our customer service number;

We may also use device identifiers, cookies, and other technologies on devices, applications, and our web pages to collect browsing, usage, or other technical information.

### Information from Other Sources

Examples of information we receive from other sources include:

- updated delivery and address information from our carriers or other third parties, which we use to correct our records and deliver your next purchase or communication more easily;
- account information, purchase or redemption information, and page-view information from some merchants with which we operate co-branded businesses or for which we provide technical, fulfillment, advertising, or other services;
- information about your interactions with products and services offered by our subsidiaries;
- search results and links, including paid listings (such as Sponsored Links);
- credit history information from credit bureaus, which we use to help prevent and detect fraud and to offer certain credit or financial services to some customers.

### Information You Can Access

Examples of information you can access through Sahara Eagle Services include:

- status of recent orders (including subscriptions);
- your complete order history;
- personally identifiable information (including name, email, password, and address book);
- payment settings (including payment card information, promotional certificate and gift card balances, and 1-Click settings);
- email notification settings (including Product Availability Alerts, Delivers, Special Occasion Reminders and newsletters);
- recommendations and the products you recently viewed that are the basis for recommendations (including Recommended for You and Improve Your Recommendations);
- shopping lists and gift registries (including Wish Lists and Baby and Wedding Registries);
- your content, devices, services, and related settings, and communications and personalized advertising preferences;
- content that you recently viewed;
- Your Profile (including your product Reviews, Recommendations, Reminders and personal profile);
- If you are a seller, you can access your account and other information, and adjust your communications preferences, by updating your account in [Seller Central](#).

### What Choices Do I Have?

If you have any questions as to how we collect and use your personal information, please contact our [Customer Service](#). Many of our Sahara Eagle Services also include settings that provide you with options as to how your information is being used.

- As described above, you can choose not to provide certain information, but then you might not be able to take advantage of many of the Sahara Eagle Services.
- You can add or update certain information on pages such as those referenced in [What Information Can I Access?](#). When you update information, we usually keep a copy of the prior version for our records.
- As described above, you can choose not to provide certain information, but then you might not be able to take advantage of many of the Sahara Eagle Services.

## Payment, Pricing, and Promotions

- You can add or update certain information on pages such as those referenced in [What Information Can I Access?](#). When you update information, we usually keep a copy of the prior version for our records.
- You may adjust your personalized advertising preferences by visiting [Your Ads Privacy Choices](#).
- The Help feature on most browsers and devices will tell you how to prevent your browser or device from accepting new cookies or other identifiers, how to have the browser notify you when you receive a new cookie, or how to block cookies altogether. Because cookies and identifiers allow you to take advantage of some essential features of Sahara Eagle Services, we recommend that you leave them turned on. For instance, if you block or otherwise reject our cookies, you will not be able to add items to your Shopping Cart, proceed to Checkout, or use any Services that require you to Sign in. For more information about cookies and other identifiers, see our Cookies Notice.
- If you want to browse our websites without linking the browsing history to your account, you may do so by logging out of your account here and blocking cookies on your browser.
- You can manage the recommendations you receive in our store here, remove recommendations you don't want to see here by selecting View All and Manage then selecting the Remove Items toggle that appears at the top of the page, and edit your browsing history here.
- If you want to browse our websites without linking the browsing history to your account, you may do so by logging out of your account here and blocking cookies on your browser.
- You can manage the recommendations you receive in our store here, remove recommendations you don't want to see here by selecting View All and Manage then selecting the Remove Items toggle that appears at the top of the page, and edit your browsing history here.

In addition, to the extent required by applicable law, you may have the right to request access to or delete your personal information. If you wish to do any of these things, you may go to [Data Privacy Queries](#). Depending on your data choices, certain services may be limited or unavailable.

### Are Children Allowed to Use Sahara Eagle Services?

Sahara Eagle does not sell products for purchase by children. We sell children's products for purchase by adults. If you are under 18, you may use Sahara Eagle Services only with the involvement of a parent or guardian. We do not knowingly collect personal information from children under the age of 13 without the consent of the child's parent or guardian. For more information, please see our [Children's Privacy Disclosure](#).

### EU-US and Swiss-US Data Privacy Framework

Sahara Eagle.com, Inc. participates in the EU-US Data Privacy Framework, the UK Extension to the EU-US Data Privacy Framework, and the Swiss-US Data Privacy Framework\*.

Sahara International Corporation dba Sahara Eagle LLC and its US affiliates (together, the Sahara International Corporation, or "We") participate in the EU-US Data Privacy Framework, the UK Extension to the EU-US Data Privacy Framework, and the Swiss-US Data Privacy Framework\* regarding the collection, use, and retention of personal information from European Union and European Economic Area member countries, the United Kingdom and Switzerland. We have certified with the Department of Commerce that we adhere to the Data Privacy Framework Principles. To learn more about the Data Privacy Framework Principles, visit [here](#).

If you have any inquiries or complaints about our handling of your personal information under the Data Privacy Framework, or about our privacy practices generally, please contact us at: [dataprivacyframework@saharaeagle.com](mailto:dataprivacyframework@saharaeagle.com). We will respond to your inquiry promptly.

As explained in [Privacy Notice](#) we sometimes provide personal information to third parties to perform services on our behalf. If we transfer personal information received under the Data Privacy Framework to a third party, the third party's access, use, and disclosure of the personal information must also be in compliance with our Data Privacy Framework obligations, and we will remain liable under the Data Privacy Framework for any failure to do so by the third party unless we prove we are not responsible for the event giving rise to the damage.

You can review our Data Privacy Framework registration [here](#). The Sahara Eagle Group Companies are subject to the investigatory and enforcement powers of the Federal Trade Commission (FTC). We may be required to disclose personal information that we handle under the Data Privacy Framework in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

*\*We will not rely on the Swiss-US Data Privacy Framework or the UK Extension to the EU-US Data Privacy Framework until they enter into force, but we adhere to their required commitments in anticipation of their doing so.*

## Payment, Pricing, and Promotions

### Additional State-Specific Privacy Disclosures

Last Updated: March 11, 2024

This additional state-specific privacy disclosure page ("Disclosure") supplements the [Sahara Eagle Privacy Notice](#) and is effective as of February 21, 2024. The [Sahara Eagle Privacy Notice](#) describes the personal information that we collect, the sources from which we collect it, the purposes for which we use it, the limited circumstances under which we share personal information, and with whom we share it. These additional disclosures are required by the California Privacy Rights Act, Colorado Privacy Act, Connecticut Data Privacy Act, Utah Consumer Privacy Act, and Virginia Consumer Data Protection Act, and serve as a Notice at Collection under the California Privacy Rights Act:

1. **Categories of personal information collected.** The personal information that Sahara Eagle collects, or has collected from consumers in the twelve months prior to the effective date of this Disclosure, fall into the following categories established by the California Privacy Rights Act, depending on which Sahara Eagle Service is used:
  - identifiers such as your name, alias, address, phone numbers, IP address, your Sahara Eagle account log-in information, or a government-issued identifier (e.g. a social security number, which may be required for tax purposes if you are a Seller, or an ID you provide for identity verification, which in some cases may reflect citizenship or immigration status);
  - personal information, such as a credit card number or other payment information;
  - information that may reveal age, gender, race, sexual orientation, or other protected classifications, for example if you create a child profile, baby registry, or wedding registry, or if an author voluntarily self-identifies their racial identity for cataloging purposes;
  - commercial information, such as purchase and content streaming activity;
  - geolocation data, such as the location of your device or computer, which may in some cases constitute precise geolocation information;
  - professional information, for example data you may provide about your business if you are a Seller;
  - inference data, such as information about your purchase preferences;
2. **Categories of personal information disclosed for a business purpose.** The personal information that Sahara Eagle disclosed to the third parties identified in the "Does Sahara Eagle Share Your Personal Information?" section of the Sahara Eagle Privacy Notice about consumers for a business purpose in the twelve months prior to the effective date of this Disclosure falls into the following categories established by the California Privacy Rights Act, depending on which Sahara Eagle Service is used:
  - identifiers such as your name, address, phone numbers, IP address, or government identifier, for example if we use a third-party carrier to deliver your order, or if we use a third-party service to verify your identity, certain types of ID you provide for identity verification that may in some cases reflect your citizenship or immigration status;
  - personal information, such as a credit card number or other payment information, for example if we use a third-party payment processor;
  - information that may reveal age, gender, race, sexual orientation, or other protected classifications, for example if you choose to participate in a survey distributed by a survey provider;
  - commercial information, such as the details of a product or service you purchased if a third-party service provider is assisting to provide that product or service to you;
  - geolocation data, which may constitute precise geolocation data, such as providing a delivery partner the location of your garage in order to deliver a package if you use Sahara Eagle Key;
  - audio or visual information, for example if a service provider reviews recordings of customer service phone calls for quality assurance purposes,
  - professional information, for example if we provide your account details to a service provider for verification as part of enrollment for a Sahara Eagle Business account;
  - inference data, for example if we use a service provider to help us optimize the accuracy of your shipping address to make sure your order reaches you.
3. **Advertising.** As explained in the "What about Advertising?" section in our Privacy Notice, Sahara Eagle shares limited information to help ensure you receive more useful and relevant Sahara Eagle ads and to measure their effectiveness. Any personal information Sahara Eagle may have shared for the purpose of cross-context behavioral advertising, as that term is defined by the California Privacy Rights Act, in the twelve months prior to the effective date of this Disclosure falls into the following categories:

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- identifiers such as a cookie, a device identifier, or a code derived from applying irreversible cryptography to other information like an email address; we never share your name or other information that directly identifies you.
- internet or other electronic network activity information, such as whether you downloaded an app or other measures of ad effectiveness; for example, if you have already downloaded one of our apps, we will share an advertising identifier and data about that event so that you will not be served an ad to download the app again.
- inference data; while we do not share your specific shopping actions like purchases, product views, or searches with ad companies, we may share an advertising identifier and an estimate of the value of the ads they show you on our behalf so they can serve you with more effective Sahara Eagle ads.

The categories of third parties with whom Sahara Eagle may share personal information for the purpose of cross-context behavioral advertising are identified in the "[Does Sahara Eagle Share Your Personal Information?](#)" and "[What About Advertising?](#)" sections of the Sahara Eagle Privacy Notice. Sahara Eagle also processes personal information for the purposes of targeted advertising as that term is defined under the Virginia Consumer Data Protection Act, Colorado Privacy Act, Connecticut Data Privacy Act, and Utah Consumer Privacy Act.

4. **Your Data Rights:** You may have certain data rights under state privacy laws, including to request information about the collection of your personal information by Sahara Eagle, to access your personal information in a portable format, and to correct or delete your personal information. If you wish to do any of these things, please visit [Data Privacy Queries](#), [Request Your Personal Information](#), or contact [Customer Service](#). Additionally, you may have the right to opt out of the processing of your personal data for targeted advertising, as defined by the Colorado Privacy Act, Connecticut Data Privacy Act, Utah Consumer Privacy Act, and Virginia Consumer Data Protection Act, or the sharing of your personal information for cross-context behavioral advertising, as defined by the California Privacy Rights Act. To do so, please visit "[Your Ads Privacy Choices](#)." If you enact the Global Privacy Control (GPC) opt-out signal on your browser, we will honor your opt-out preference accordingly. Customers under 16 years-old must opt in to receive cross-context behavioral advertising. We do not serve cross-context behavioral ads in customers' child profiles.

You may also have the right to appeal the denial of any of these rights by submitting a form that will be provided to you if we deny a data request. Depending on your data choices, certain services may be limited or unavailable. To ensure the security of your Sahara Eagle account, we will generally ask you to verify your request using the contact information you have already provided. If you do not have an account, or if you are an authorized agent under applicable state law, visit our [Request Your Personal Information](#)

5. **No sale of personal information.** In the twelve months prior to the effective date of this Disclosure, Sahara Eagle has not sold any personal information of consumers, as those terms are defined under the California Privacy Rights Act.
6. **California Privacy Rights Act Sensitive Personal Information Disclosure.** The categories of data that Sahara Eagle collects and discloses for a business purpose include "sensitive personal information" as defined under the California Privacy Rights Act. Sahara Eagle does not use or disclose sensitive personal information for any purpose not expressly permitted by the California Privacy Rights Act.
7. **California Privacy Rights Act Retention Disclosure**  
We keep your personal information to enable your continued use of Sahara Eagle Services, for as long as it is required in order to fulfill the relevant purposes described in the Sahara Eagle Privacy Notice, as permitted or as may be required by law, or as otherwise communicated to you. For example, we retain your transaction history so that you can review past purchases (and repeat orders if desired) and what addresses you have shipped orders to, and to improve the relevance of products and content we recommend.
8. **California Privacy Rights Act, Colorado Privacy Act, Connecticut Data Privacy Act, Utah Consumer Privacy Act, and Virginia Consumer Data Protection Act De-identified Data Disclosure.** Sahara Eagle may use de-identified data in some instances. Sahara Eagle either maintains such data without attempting to re-identify it or treats such data as personal data subject to applicable law.
9. **Colorado Privacy Act Profiling Disclosure.** Sahara Eagle does not engage in profiling of consumers in furtherance of automated decisions that produce legal or similarly significant effects, as those terms are defined under the Colorado Privacy Act.

### Conditions of Use, Notices, and Revisions

If you choose to use Sahara Eagle Services, your use and any dispute over privacy is subject to this Notice and our Conditions of Use, including limitations on damages, resolution of disputes, and application of the law of the state of Washington. If you have any concern about privacy at Sahara Eagle, please contact us with a thorough description, and we will try to resolve it. Our business changes constantly, and our Privacy Notice will change also. You should check our websites frequently to see recent changes. Unless stated otherwise, our current Privacy Notice applies to all information that we have about you and your account. We stand behind the

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promises we make, however, and will never materially change our policies and practices to make them less protective of customer information collected in the past without the consent of affected customers.

### Interest-Based Ads

Interest-based ads are sometimes referred to as personalized or targeted ads. We show interest-based ads to display features, products, and services that might be of interest to you. In providing interest-based ads, we follow the Self-Regulatory Principles for Online Behavioral Advertising developed by the Digital Advertising Alliance (a coalition of marketing, online advertising, and consumer advocacy organizations).

#### What sort of information do we use to show interest-based ads?

To serve you interest-based ads, we use information such as your interactions with Sahara Eagle sites, content, or services. We do not use information which on its own identifies you, such as name or e-mail address, to serve interest-based ads.

We use cookies, pixels, IP addresses, and other technologies (collectively, "advertising technologies"), which enable us to understand the effectiveness of the interest-based ads we show you by measuring what ads are clicked or viewed, and to provide you with more useful and relevant ads. For example, we use cookies or other information such as IP address to limit the number of times you are shown the same ad.

See our Privacy Notice for more information about the types of information that we gather.

#### How do we work with third parties to show you interest-based ads?

We work with third parties, such as advertisers, publishers, social media networks, search engines, ad serving companies, and advertising companies working on their behalf, to improve the relevance of ads we serve. In providing you interest-based ads we do not associate your interactions on unaffiliated sites with information which on its own identifies you, such as name or email address, and we do not provide any such information to advertisers or to third-party sites that display our interest-based ads. Advertisers and other third parties may assume that users who interact with or click on an interest-based ad or content are part of the group that the ad or content is directed towards (for example, users in a particular geographical area or users who purchased or browsed for classical music). Some third-parties may provide us pseudonymized information about you (such as demographic information or sites where you have been shown ads) from offline and online sources that we may use to provide you more relevant and useful advertising.

Third party advertisers or advertising companies working on their behalf sometimes use advertising technologies in the process of delivering content, including ads, directly to your browser or device, and they may automatically receive an IP address when this happens. They may also use advertising technologies to measure the effectiveness of their ads, show you more relevant advertising content, and perform services on behalf of Sahara Eagle. For information on how to control and delete cookies (including third party cookies) please visit our Cookies notice.

### Advertising Preferences

Sahara Eagle offers you choices about receiving interest-based ads from us. You can choose not to receive interest-based ads from Sahara Eagle. You will still see ads but they will not be based on your interests. Please visit your Advertising Preferences page to learn how to set your preferences.

You can also generally opt out of receiving personalized ads from third party advertisers and ad networks who are members of the Network Advertising Initiative (NAI) or who follow the Digital Advertising Alliance's Self-Regulatory Principles for Online Behavioral Advertising by visiting the opt out pages on the NAI website and DAA website.

For information on the advertising practices of websites and services offered by other Sahara Eagle companies, please review their interest-based ads policies and other notices.

### Sahara Eagle Data Privacy Queries:

#### 1. Data Collection and Usage:

- What types of personal data does Sahara Eagle collect from its customers?
- For what purposes does Sahara Eagle use the personal data it collects?
- How does Sahara Eagle ensure that the personal data collected is used only for legitimate purposes?

#### 2. Data Security Measures:

## Payment, Pricing, and Promotions

- What security measures does Sahara Eagle have in place to protect the personal data of its customers?
- How does Sahara Eagle ensure the confidentiality, integrity, and availability of customer data?
- Are there any encryption protocols or access controls implemented to safeguard sensitive information?

### 3. Data Retention and Deletion:

- How long does Sahara Eagle retain customer data, and what are the criteria for data retention?
- What procedures does Sahara Eagle have in place for deleting or anonymizing customer data when it is no longer needed?
- Can customers request the deletion of their personal data, and if so, how is this process facilitated?

### 4. Data Sharing and Third-Party Access

- Does Sahara Eagle share customer data with third parties, and if so, under what circumstances?
- How does Sahara Eagle ensure that third-party vendors or partners adhere to data privacy and security standards?
- Are there any mechanisms in place for customers to opt out of having their data shared with third parties?

### 5. Data Access and Control:

- How can customers access and update their personal data stored by Sahara Eagle?
- Are customers able to control their data preferences, such as opting out of marketing communications or adjusting privacy settings?
- What measures does Sahara Eagle take to verify the identity of individuals requesting access to or modification of their personal data?

### 6. Data Breach Response and Notification:

- What protocols does Sahara Eagle follow in the event of a data breach?
- How quickly does Sahara Eagle notify affected customers and regulatory authorities in the event of a data breach?
- Does Sahara Eagle provide any compensation or support to customers impacted by a data breach?

### 7. Compliance with Data Privacy Regulations:

- How does Sahara Eagle ensure compliance with relevant data privacy regulations, such as the General Data Protection Regulation (GDPR) or the California Consumer Privacy Act (CCPA)?
- Are there designated personnel responsible for overseeing data privacy compliance within Sahara Eagle?
- Does Sahara Eagle conduct regular audits or assessments to evaluate its data privacy practices and identify areas for improvement?

### 8. Customer Consent and Transparency:

- How does Sahara Eagle obtain consent from customers for the collection and use of their personal data?
- Does Sahara Eagle provide clear and transparent information about its data privacy practices, including its privacy policy and terms of service?
- Are there any mechanisms in place for customers to revoke or modify their consent for data processing?

By addressing these comprehensive data privacy queries, Sahara Eagle demonstrates its commitment to safeguarding customer data and maintaining trust and transparency in its data handling practices.

## Children's Privacy Disclosure

**Last updated: March 11, 2024**

### Children's Privacy Disclosure for Sahara Eagle

Children's privacy is of utmost importance at Sahara Eagle. This disclosure outlines how we handle personal information collected from children under the age of 13 ("child" or "children").

### What Personal Information Does Sahara Eagle Collect From Children?

Sahara Eagle offers certain services designed for children, and in such instances, we may collect personal information from them that necessitates verifiable parental consent under the Children's Online Privacy Protection Act ("COPPA"). This information, referred to as "Child Personal Information," may include name, birthdate, contact details (such as phone numbers and email addresses), voice recordings, photos, videos, location data, and certain activity and device identifiers (like cookies, device serial numbers, and IP addresses). Our Privacy Notice delineates other data that we collect which does not fall under Child Personal Information.

### How Does Sahara Eagle Use Child Personal Information?

We utilize Child Personal Information to furnish and enhance our products and services, including tailoring offerings and recommendations for children, communicating relevant information, enforcing parental controls, and providing parents with insights

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into their children's usage of our products and services. While your child is using a Sahara Eagle child profile, we do not deliver interest-based advertisements to them.

### Does Sahara Eagle Share Child Personal Information?

We only share Child Personal Information as outlined in our Privacy Notice. Depending on the products and services employed, your child may have the ability to share information publicly and with others.

### What Choices Do Parents Have?

Parents decide whether to grant permission for Sahara Eagle to collect Child Personal Information from their child. In instances where permission has not been granted, we may offer specific voice services intended for children (e.g., certain features), and we may process your child's voice recordings to facilitate these services, but we will not retain those recordings. We refrain from knowingly collecting, using, or disclosing Child Personal Information without parental permission.

We provide controls to enable parents to oversee their child's utilization of Sahara Eagle services. For details on revoking permission or reviewing/deleting Child Personal Information, please refer to the Manage Parental Consent page or contact Customer Service using the provided information below.

Kindly note that withdrawing permission or requesting deletion of Child Personal Information may result in certain services and features becoming unavailable.

### What About Third-Party Information?

This disclosure does not cover the practices of third-party services (including apps, skills, and websites) accessible through Sahara Eagle products or services. Prior to utilizing any third-party service, it's advisable to review the applicable terms and policies, including data collection and usage practices, to ascertain their suitability for your child.

### Still Have Questions?

For further inquiries, please reach out to us at:

#### Sahara International Corporation

dba Sahara Eagle LLC  
Republic Registered Agent LLC  
17350 State Hwy 249, Ste 220  
Houston TX 77064

Attention: Legal Department

### Request Your Personal Information

You can submit a data request in addition to accessing a lot of your personal information in Your Account.

To access personal information that is not available in **Your Account** or in your device (such as your search history):

1. Go to **Request My Data**.
2. Select the information that you want to receive.
3. Select Submit Request when you're done. Please note that you need to be signed into the account for which you are submitting your request.
4. Select the validation link in your confirmation email.

Once your request is processed, a secure download link will be sent to the email address associated with the account.

Note:

- If you need help with a data request that's in-progress or completed, please **Contact Us**.
- If you do not have an account, or if you are an authorized agent under applicable state law, **datarequest@saharaeagle.com**.
- To submit a request to close your account and delete your personal information permanently, go to Close **Your [www.SaharaEagle.com](http://www.SaharaEagle.com) Account**.

## Security and Privacy

Identifying Whether an Email, Phone Call, Text Message, or Webpage is from Sahara Eagle

## Payment, Pricing, and Promotions

Here are some tips to determine if an email, phone call, text message, or web page is authentic.

If you received correspondence regarding an order you didn't place, it likely wasn't from **Sahara Eagle.com**. Go to Your Orders to review your order history. To report suspicious communication, go to **Report Something Suspicious**

### Report Something Suspicious

We take fraud, scam, phishing and spoofing attempts seriously. If you receive correspondence you think may not be from SaharaEagle, please report it immediately.

To report suspicious communications including: Emails, Phone Calls or Text Messages, please select the appropriate link below, based on how you have responded to the suspicious communication.

#### Report suspicious phone call, email or SMS/text message

Select an option below based on how you have responded to the suspicious communication.

I have not shared any information.

I have shared SaharaEagle account information.

I have shared Banking information.

I have given remote access to my computer/devices.

I have shared other information.

### Report unsolicited packages received.

#### Report Unsolicited Packages or Brushing Scams

Third-party sellers are prohibited from sending unsolicited packages to customers. If you receive a package that you did not order and is not a gift, report it immediately.

When a customer receives a package, they didn't order, it may be a scam called "brushing". "Brushing" scams occur when bad actors send packages to publicly available names and addresses.

If you receive a package or item that you didn't order, first confirm that it was not a gift that was sent to you and check with friends and family to see if they ordered the package. If you confirm that the package addressed to you wasn't ordered by you or anyone you know, report the package online by going to the **Report Unwanted Package form**.

You can also contact Customer Service who will support you in reporting the issue to the investigations team. Please provide the following information:

- Number of unwanted packages received.
- A tracking number from at least one of the packages (found on the shipping label)
- Any additional information to assist the investigation.
- You don't need to return the item.

Sahara Eagle investigates reports of "brushing" and takes the appropriate action on bad actors that violate our policies. SaharaEagle may suspend or remove selling privileges, withhold payments, and work with law enforcement.

### Report Gift Card Fraud/Abuse

#### Common Gift Card Scams

There are a variety of scams that ask people to make payments by email, phone, or text for items or services. Fraudsters use many methods to conduct scams, including requesting gift cards from well-known brands. We want to ensure that our customers are aware of scams that may request payment using SaharaEagle.com Gift Cards.

Have you fallen victim to or been exposed to a scam? **Contact US**

#### While the specifics of the scam may vary, scammers generally use common tactics:

- Make contact by phone, email, through social media or online.
- Create a sense of urgency (by offering a great price, mentioning a personal hardship/emergency or threatening consequences).
- Ask for payment using Gift Cards.
- Instruct the victim to purchase Gift Cards online or at a nearby brick and mortar store.
- Demand or instruct the victim to provide the claim code and / or photographs of the physical Gift Card, then disappear.

## Payment, Pricing, and Promotions

We encourage our customer who suspect they might be a victim of scam should take action. Examples of how scammers approach their victims:

- Make contact by phone, email or online.
- Create a sense of urgency.
- Direct the victim to victim to buy gift cards.
- Demand or instruct to provide claim code.

### Tips to stay safe online.

- **DO NOT pay people or businesses with Gift Cards.** Sahara Eagle gift cards can only be used for purchases online at Sahara Eagle.com.
- **DO NOT share Gift Card details with someone you don't know or trust:** Once a claim code, from any Gift Card, is provided to a scammer, the funds on the card will likely be spent before you are able to contact law enforcement or Sahara Eagle.
- **DO NOT respond to an Internet listing or unsolicited e-mail or phone offer that sounds too good to be true.** It most likely is too good to be true.
- **DO NOT share Sahara Eagle Gift Card claim codes, electronic gift certificates, or send money,** in the form of physical cash, cashiers' cheque, wire transfer, Western Union, PayPal, MoneyGram, or any other means, to any person claiming to be an authorized agent of Sahara Eagle or Sahara Eagle Pay seeking payment.
- **DO NOT make a payment to a seller who claims that Sahara Eagle or Sahara Eagle Pay will guarantee a transaction made outside of Sahara Eagle.com;** or that claims Sahara Eagle will hold your funds or refund your money if you are not satisfied with a purchase that you made offline.
- **DO NOT use a Sahara Eagle Gift Card in connection with claiming lottery or prize winnings,** on the promise of receiving a large amount of money, or in exchange for a guaranteed credit card or loan. If someone requires payment in the form of Sahara Eagle Gift Card in exchange for a large sum of money or a guaranteed payment method, you can be confident it's a scam.

You can also report any suspicious phone calls or text messages to the Federal Trade Commission (FTC).

Visit <https://reportfraud.ftc.gov> and follow the onscreen assistant.

### More about scams

#### Avoiding Payment Scams

Protect yourself from fraud on the internet by identifying and avoiding internet scams and phishing attempts.

When in doubt, ask the intended recipient for more information about the purpose and safety of the requested payment. Don't send the payment until you're comfortable with the transaction.

#### To avoid payment scams:

- Don't do business with a seller who directs you off the Sahara Eagle website. A legitimate Sahara Eagle seller transaction will never occur off the Sahara Eagle website.
- Don't send money (by cash, wire transfer, Western Union, PayPal, MoneyGram, or other means, including by Sahara Eagle Payments) to a seller who claims that Sahara Eagle or Sahara Eagle Payments will guarantee the transaction, refund your funds if you're not satisfied with the purchase, or hold your funds in escrow.
- Don't make a payment to claim lottery or prize winnings or on a promise of receiving a large amount of money.
- Don't make a payment because you're guaranteed a credit card or loan.
- Don't respond to an internet or phone offer that you're not sure is honest.
- Don't make a payment to someone you don't know or whose identity you can't verify.
- Don't respond to emails that ask you to provide account information, such as your email address and password combination.
- Sahara Eagle will never ask you for personal information.

#### Identifying Whether an Email, Phone Call, Text Message, or Webpage is from Sahara Eagle

Here are some tips to determine if an email, phone call, text message, or web page is authentic.

## Payment, Pricing, and Promotions

If you received correspondence regarding an order you didn't place, it likely wasn't from Sahara Eagle.com. Go to Your Orders to review your order history. To report suspicious communication

If you received suspicious communication pretending to be from Sahara Eagle and you don't have an account with us, report it to us at [reportascam@SaharaEagle.com](mailto:reportascam@SaharaEagle.com) our technical department will investigate the report.

### Additional Information About Emails, Text Messages, and Web Pages

Occasionally, Sahara Eagle will send you an email with an attachment. At the top of your message, attachments are linked in a box that reads, "Attachments(s) protected by Sahara Eagle." These specific links are safe. Select these links to open and download attachments to your default Downloads folder.

If you receive an email or text message with links or attachments that appear suspicious, do not open them. If you've already opened an attachment or selected a suspicious link, go to [Protect Your System](#). To increase the security of your account, we recommend enabling Two-Step Verification. For more information, see [Enable Two-Step Verification](#).

### Protect Your System

Some suspicious emails contain attachments and links to websites that try to install malicious software on your computer.

To increase the security of your account, we recommend enabling Two-Step Verification. When connecting from an unknown device, you need to enter a unique security code in addition to your password. For more information, see [Two-Step Verification](#).

### Here are some tips to protect your account:

- If you entered your password on a website you think might be malicious, go to [Password Assistance](#) and change it immediately.
- If you entered your payment information on a website or replied to an email you think might be malicious, immediately contact your financial institution.
- Do not share your Sahara Eagle credentials with third-party tools or sites. Sharing this information allows these tools to interact with your Sahara Eagle account as they are you. Instead, consider using tools or websites that support secure Login with Sahara Eagle.

**Note:** Remember to update this payment method on your Sahara Eagle account afterwards.

### For additional account security tips, here are some ways to protect your system, devices, and wireless network:

- Install anti-virus or anti-malware software. Keep security software up to date by installing updates and patches as soon as they're available.

**Note:** When the installation is complete, run a full scan of your computer.

- Keep your operating system and necessary plugins updated to the latest version available.
- Never reply to unsolicited messages. Replying to phishing and spam messages only notifies the sender that they have a valid email address to which they can send more spam and phishing messages.

**Note:** If you want to unsubscribe from Sahara Eagle communications, do so directly through our website instead of clicking a link in an email.

- Never place an order by email with a seller. These requests are often intended to collect email addresses to launch a phishing or spam campaign. If you receive an email asking you to pay for an order by bank transfer, ignore this request and contact us.
- Only install software you need and that comes from verified sources.
- Ignore urgent pop-ups that tell you a virus infected your devices and asks that you click a link to fix the problem.
- Don't leave your devices unattended in public places.
- Select the option to manually to WiFi. Don't connect to WiFi automatically.
- Disable hotspots when not needed.
- Change the name of your wireless network and any preset passwords provided by the vendor, even if the name and password seem complex.

If you receive a suspicious or fraudulent correspondence claiming to be from Sahara Eagle, we recommend that you report it immediately.

Suspicious or fraudulent emails, text messages, or web pages not from Sahara Eagle.com may contain:

## Payment, Pricing, and Promotions

Links to websites that look like Sahara Eagle.com, but are not Sahara Eagle.

**Note:** Legitimate Sahara Eagle websites have a dot before "Sahara Eagle.com" such as <http://something.Sahara Eagle.com>. For example, Sahara Eagle Pay website is <https://pay.Sahara Eagle.com/>. We'll never send emails with links to an IP address (string of numbers), such as <http://123.456.789.123/Sahara Eagle.com/>. If the link takes you to a site that is not a legitimate Sahara Eagle domain, then it is likely phishing.

An order confirmation for an item you didn't purchase or an attachment to an order confirmation.

- **Note:** Go to [Your Orders](#) to see if there is an order that matches the details in the correspondence. If it doesn't match an order in Your Account, the message isn't from Sahara Eagle.
- Requests to update payment information that is not linked to a Sahara Eagle order you placed or a Sahara Eagle service you subscribed to.

**Note:** Go to [Your Orders](#). If you aren't prompted to update your payment method on that screen, the message isn't from Sahara Eagle.

- Prompts to install software on your device.
- Typos or grammatical errors.
- Forged email addresses to make it look like the email is coming from Sahara Eagle.com.
- When you receive an email from @Sahara Eagle.com sender and it contains the [Sahara Eagle or Eagle Soar logo](#) beside the email, the message is really from us.

### Important: Phone Calls

Sahara Eagle customer service department will make outbound calls to customers, however, Sahara Eagle will never ask you to disclose or verify sensitive personal information, or offer you a refund you do not expect.

### Enable Two-Step Verification.

#### Account Settings

Here you can find pages that help you update your account details, such as your email, password, and language settings. Also listed are links with information on troubleshooting login issues and updating your email preferences.

#### Change Your Account Settings

#### Change Your Subscription Email Preferences

#### Unsubscribe from Sahara Eagle Marketing

#### Update Your Password

#### Why Can't I Log into My Account?

#### Manage an 'Email address already in use' Error

### Change Your Account Settings

You can update your name, email address, phone number, password, or other account information.

To change your account settings:

1. In Your Account, go to [Login and Security](#).
2. Next to the account information you'd like to update, select Edit.
3. Follow the on-screen instructions and select Save Changes.
4. After you've completed all your updates, select Done.

### Change Your Subscription Email Preferences

You can use the links below to set your subscription email preferences.

To change your preferences for a specific subscription option:

1. Select the appropriate link from the following list:
  - Your Sahara Eagle Soar Membership
  - Your Subscribe & Save Items
  - Communication Preferences Center (for promotions, product announcements, direct and promotional mailings, HTML/text preferences, and more.)
  - Sahara Eagle Delivers Email Subscriptions

Review your current preferences and make any desired changes.

**Note:** It may take 1-5 business days for your new preferences to take effect.

### Unsubscribe from Sahara Eagle Marketing

Set your communications preferences to stop Sahara Eagle from sending you marketing emails and direct mail.

## Payment, Pricing, and Promotions

To unsubscribe from Sahara Eagle marketing emails and direct mail:

1. Go to the Communications Preference Center.
2. From the Promotional Emails section, select Do not send me any marketing email for now.
3. Select Update.
4. In the Marketing Information by Post section, select Do not send me marketing information by mail.
5. Select Update.

### Update Your Password

You can update your password in Your Account.

**Note:** If you've forgotten your password, [go to Reset Your Password](#).

To update your password:

1. In Your Account, [select Login & security](#).
2. Next to Password, select Edit.
3. Follow the on-screen instructions and select Save changes.

### Why Can't I Log into My Account?

If you're having trouble signing in, you may be entering incorrect account information or you may need to reset your password.

**Here are some things to check:**

- Email Address: Your email address must be in the format username@domain.com (or .net, .org, and so on). If you have more than one email address, make sure you're using the correct email address and password combination.
- Mobile Phone Number: If you created your account with a mobile phone number, you'll need to use your mobile phone number to log into your account. Make sure that you include your country code in your mobile phone number.
- Password: Check CAPS Lock and NUM Lock on your keyboard. Passwords are case sensitive, so PASSWORD and Password are recognized as two different passwords. If you're sure you're using the correct email address or mobile phone number, try to [Reset Your Password](#).

### Manage an 'E-mail address already in use' Error

If you see an 'E-mail address already in use' error when trying to use an email address on an Sahara Eagle account, follow these troubleshooting steps.

The same email address can't be used for multiple Sahara Eagle accounts. An 'E-mail address already in use' error message will be displayed if you attempt to use the same email address on more than one Sahara Eagle account.

If the error occurs when trying to create a new Sahara Eagle account:

1. Attempt to sign into the Sahara Eagle account with your password. If you have forgotten your password, you can [reset your password](#).
2. If you're still unable to sign in and you're certain you've never created an Sahara Eagle account using this address, try creating an account using:
  - another email address you own.
  - an email alias. Check with your email provider if they support creating an email alias with your email account.
  - your mobile phone number.
  -

**If the error occurs when trying to update the email address on your Sahara Eagle account:**

1. You may already own an existing account with that email address.
2. To use that email address on another account, you need to release it from your existing account. To release the email address:
  - Sign in to your existing account that already uses the email address. If you don't remember the password, [reset your password](#).
  - Change the email address on your existing account to a different email address you own.
  - Sign out of your existing account.
  - Sign into the current account and update the email address, to the email address you released from the existing account.

Teen Login

What Is a Teen Login?

## Payment, Pricing, and Promotions

A teen login allows teens (aged 17) to shop and share payment methods and Soar benefits with adults in a Sahara Eagle Household.

With a teen login, teens (aged 17) have their own Sahara Eagle login to shop or stream content and can pay using the card or gift card of adults in a Sahara Eagle Household.

Adults choose what card teens can use, where they can ship, and how much they can spend without needing approval.

Before the order ships, adults can review the items, shipping, and payment information by text or from their own account before shipping. The order and payment information of the adult is not shared with the teen.

Adults and teens can invite each other to participate. After invitation links are sent and accepted, adults provide the personal data (name, birth date, and phone number) for the teen. Teens then create their own login details.

Adults who have a Soar Membership can share select benefits with their teen including:

- Soar Shipping Benefits
- Early Access to deals

### Approving Teen's Order

When a teenager places an order, a parent can review and approve the order through **Your Orders**, by email, or by text.

If your teen's order is below your preset spending limit, you won't be asked to approve your teen's order. You'll be notified of the purchase. You can change these settings in the teen's profile in **Manage Your Household**.

To approve a teen's order do one of the following:

- Go to **Your Orders** to see orders placed by your teen. In the Sahara Eagle app, **Your Orders** can be accessed through the main app menu. Approve or decline each order awaiting approval.
- When you receive a text from Sahara Eagle requesting approval, reply with "Y" to approve the order. This option is not available if there are multiple orders waiting for approval or if the order contains more than four items. Instead, the text message will direct you to **Your Orders** to approve the order.
- When you receive an email from Sahara Eagle requesting approval, select the approval link in the email to approve the order.

**Note:** After 24 hours, unapproved orders expire.

### Removing a Teen Login from an Sahara Eagle Household

Teen Logins are available to teens ages 17 years. However, Teens (18+) are eligible for their own regular Sahara Eagle account.

Any time after a teen reaches the age of 18, the adult or teen may remove the Teen Login from the Sahara Eagle Household. A regular Sahara Eagle account receives access to the following:

- A. An independent shopping experience without the need for adult oversight
- B. Freedom to use personal payment methods.
- C. Ability to choose Soar memberships.

To manually remove the Teen Login:

- A. Go to **Manage Your Household**.
- B. Choose Edit Profile of the Teen Login.

## Payment, Pricing, and Promotions

	<p>C. Select Remove from Household.</p> <p>A former Teen Login no longer has access to the payment method or Soar benefits of the Sahara Eagle household (if applicable), but does retain:</p> <ul style="list-style-type: none"><li>A. The Sahara Eagle Household shipping address</li><li>B. Order history</li><li>C. Saved items</li><li>D. Wishlist-Preferences</li></ul> <p>Any active orders placed using the Teen Login that have been approved will still be fulfilled. Orders currently awaiting approval will be cancelled and the Household payment method will not be charged.</p> <p><b>Please Note:</b></p> <ul style="list-style-type: none"><li>Any items in the Shopping Cart as well as the Gift Card balance rollover to the regular Sahara Eagle account.</li></ul>
	<p><b>Set Order Approvals for a Teen Login</b></p> <p>You can set order approvals for a teen login in Manage Your Household.</p> <p>Parents can choose to skip the approval step and set pre-approved spending limits. You can set order approvals in Manage Your Household.</p> <p><b>To set order approvals for a teen login:</b></p> <ul style="list-style-type: none"><li>A. Go to your Sahara Eagle Household.</li><li>B. Select Edit Profile for a specific teen.</li><li>C. Select Change order approvals.</li></ul> <p>Parents will receive itemized notifications for every order and can cancel and return any item in accordance with Sahara Eagle's policies.</p>
<b>Two-Step Verification</b>	<p><b>What is Two-Step Verification?</b></p> <p>Two-Step Verification is a feature that adds an extra layer of security to your account log-in. When you try to log in, Two-Step Verification sends you a unique security code. When you sign up for Two-Step Verification, you can choose to receive the security code by text message or authenticator app. You need to enter both the code and your password to log in.</p> <p><b>To enable Two-Step Verification:</b></p> <ol style="list-style-type: none"><li>In <b>Your Account</b>, select <b>Login &amp; security</b>.</li><li>Select <b>Edit</b> beside <b>Two-Step Verification (2SV) Settings</b>.</li><li>Select <b>Get Started</b>.</li><li>Follow the on-screen instructions.</li></ol> <p><b>To disable Two-Step Verification:</b></p> <ol style="list-style-type: none"><li>In <b>Your Account</b>, select <b>Login &amp; security</b>.</li><li>Select <b>Edit</b> beside <b>Two-Step Verification (2SV) Settings</b>.</li><li>Select <b>Disable</b> beside <b>Two-Step Verification</b>.</li><li>Enter the code sent to your phone number, or generated through the authenticator app.</li><li>Select <b>Verify code</b>.</li></ol> <p><b>Recover Your Account after Two-Step Verification Fails</b></p> <p>If Two-Step Verification fails and you can't access your account, you can try to recover your account.</p> <p>To regain access to your account, you'll need to verify your identity by providing a scan or photo of a government-issued identity document. To protect your account, we won't be able to make changes to your Two-Step Verification settings until your identity is successfully verified. If you are able to sign in to your account, you'll have access to make changes to your account.</p>

## Payment, Pricing, and Promotions

	<p>Before you begin account recovery, try to sign in with a registered backup method or from a trusted device.</p> <p>If you still can't sign in, to recover your account:</p> <ol style="list-style-type: none"> <li>1. Go to <a href="#">Two-Step Verification Account Recovery</a>.</li> <li>2. Follow the on-screen instructions to upload your identity document.</li> </ol> <p>Make sure that your name and address, and the issuing authority (for example, state or country) are visible. Cover, conceal, or remove sensitive information such as account numbers or identification numbers.</p> <p>The verification process can take 2-4 days to complete. We'll email you to confirm once Two-Step Verification has been disabled. You'll then be able to access your account with only your password.</p>
Shop Gift Cards	Gift Cards
Report a Fraud or Scam	<p><b>Report a Fraud or Scam</b></p> <p><b>You can report a fraud or scam in the following ways:</b></p> <ul style="list-style-type: none"> <li>• Contact the Federal Trade Commission (FTC), which handles complaints about deceptive or unfair business practices. To learn more about common gift card scams, visit <a href="https://ftc.gov/giftcards">FTC.gov/giftcards</a>. To file a complaint, visit <a href="https://ftccomplaintassistant.gov">https://ftccomplaintassistant.gov</a>, call 1-877-FTC-HELP, or write to Federal Trade Commission, CRC-240, Washington, D.C. 20580.</li> <li>• If your complaint is against a company in a country other than the United States, or you want to find information on where to report in locations outside the United States, visit <a href="http://www.econsumer.gov">http://www.econsumer.gov</a>.</li> <li>• If you believe you've fallen victim to or been exposed to a scam, <a href="#">contact us</a> to connect with a member of our Customer Protection Review team. For us to assist you, we require that you sign in to your Sahara Eagle account, or sign up for a Sahara Eagle account if you don't have one already.</li> <li>• If you receive a suspicious call or encounter any other uses of the Sahara Eagle.com name that you think may be fraudulent, please report it by following the guidelines from our <a href="#">Report a Scam</a> help page.</li> </ul> <p><b>Common scams that may involve Sahara Eagle Gift Cards or other Gift Card brands sold by Sahara Eagle</b></p> <p>Scammers use a number of different stories to try and encourage you to buy gifts cards for them. Common scenarios include:</p> <p><b>Making payments to strangers' scams</b></p> <p>You receive an unsolicited email or phone call from an individual claiming to be a solicitor, the police or other representative for a friend or relative. Callers attempt to impersonate the family member directly, requesting payment. You should always be suspicious of anyone that contacts you and demands money quickly.</p> <p><b>Social Security or Identity Theft Scams</b></p> <p>You receive an unsolicited email or phone call about a "problem" with your Social Security number, account, or benefits that you must resolve immediately, or you'll face arrest or other legal action. Or the scammer says you have to make a payment to receive assistance for an identity theft issue or in exchange for a Social Security benefit increase. If you receive a call from someone claiming to be from the Social Security Administration, or any another government agency, and they want you to pay a fine or fee using Gift Cards, prepaid debit cards, wire transfers, cash, or internet currency, it's a scam. Hang up and report it to the Social Security Office of the Inspector General online at <a href="https://oig.ssa.gov">https://oig.ssa.gov</a>.</p>
Job Offer Scams	<p>You received an unsolicited email or phone call suggesting you apply for a Sahara Eagle job where you can work from home. You may be told that you can work your own hours and make thousands of dollars a month. Once the scammer informs you that you've received a job offer, they may request that you pay a start-up fee or purchase a starter kit with Sahara Eagle.com Gift Cards.</p> <p>Don't respond to employment opportunities from cold callers, over email, or on websites claiming to be affiliated with Sahara Eagle. Sahara Eagle posts Sahara Eagle job opportunities on <a href="#">Sahara Eagle jobs</a>, and don't require you to purchase equipment or pay initiation fees.</p>
Unsolicited Phone Call or Email	<p>Scammers use fake caller ID information to trick you into thinking that they're someone who can be trusted. The practice is called "caller ID spoofing", and scammers can fake anyone's phone number. You may receive an unsolicited call from someone stating they're a member of Sahara Eagle Customer Service. They may say that your account is</p>

## Payment, Pricing, and Promotions

<b>Claiming to be Sahara Eagle</b>	frozen and you must purchase Sahara Eagle.com or other branded gift cards and provide the claim codes over the phone to remove the freeze on your account. They might also ask for your Sahara Eagle password, full credit card ID, or bank account number. Sahara Eagle never calls you to ask you to purchase gift cards to unlock your account. Sahara Eagle never asks you to provide sensitive personal information like your social security number, tax ID, bank account number, credit card information, or Sahara Eagle account related information, e.g., your password.						
<b>Manager's Scams</b>	The scammer poses as a leader or member of your company claiming they need you to purchase Gift Cards on their behalf. Always check directly with your company via a different communication method to confirm this is legitimate before continuing.						
<b>Email or Text, or Fake Survey Scams</b>	If you receive an email or text saying that you've been gifted a Sahara Eagle.com Gift Card, verify that it's from Sahara Eagle. Customers can send gift cards by text message. Surveys requesting you to input personal details including banking information in return for a Gift Card are common scams. Genuine third-party surveys authorized to distribute Gift Cards in return for completed surveys will never ask you for sensitive personal information.						
<b>Blackmail Scam</b>	You are being blackmailed by a person online, who is threatening to share sensitive information or content on social media platforms, or with the customer's family members. Please refer to FTC information <a href="https://consumer.ftc.gov/consumer-alerts/2022/06/spot-extortion-scams-lgbtq-dating-apps">https://consumer.ftc.gov/consumer-alerts/2022/06/spot-extortion-scams-lgbtq-dating-apps</a> and <a href="https://www.ftc.gov/news-events/data-visualizations/data-spotlight/2023/02/romance-scammers-favorite-lies-exposed">https://www.ftc.gov/news-events/data-visualizations/data-spotlight/2023/02/romance-scammers-favorite-lies-exposed</a> . To report a scam, visit <a href="https://reportfraud.ftc.gov">https://reportfraud.ftc.gov</a> .						
<b>Unknown Sahara Eagle Payment Charges</b>	<p><b>Unknown Sahara Eagle Payment Charges</b></p> <p>An unknown Sahara Eagle charge is probably a digital service payment, a Sahara Eagle Pay transaction, or a bank authorization.</p> <p>For help identifying the unknown charge, refer to the list of commonly seen descriptors on bank/card statements.</p> <table border="1"> <thead> <tr> <th>Descriptor</th><th>Type of Charge</th></tr> </thead> <tbody> <tr> <td>Sahara Eagle.com POS Sahara Eagle Sahara Eagle Merchandise Sahara Eagle Marketplace Payments Sahara Eagle Marketplace US Sahara Eagle Marketplace NG</td><td>Charges related to a Sahara Eagle.com purchase</td></tr> <tr> <td>Sahara Eagle Fresh</td><td>Charges related to a Sahara Eagle Fresh (groceries, produce) order.</td></tr> </tbody> </table> <p>Unknown charges are, most of the time, explained by one of the following cases.</p> <p><b>The unknown charge is an Sahara Eagle Prime payment.</b> If you subscribe to Sahara Eagle premium membership, you are charged monthly or annually, depending on the plan you choose.</p> <p><b>The unknown charge is a bank authorization.</b> When you place an order, Sahara Eagle contacts the issuing bank to confirm the validity of the payment method. Your bank reserves the funds until the transaction is processed, or the authorization expires. This reservation appears immediately in your statement, but it isn't an actual charge.</p> <p><b>RESOLVE A DECLINED PAYMENT</b> To protect your security and privacy, your bank can't provide Sahara Eagle with information about why your payment was declined. Contact your bank directly to solve these payment issues. To determine why your payment was declined, consider the following, and, if necessary, contact your bank for more information:</p> <ul style="list-style-type: none"> <li>• Have you exceeded your credit limit?</li> <li>• Did you enter your credit card number, credit card expiration date, billing address, and phone number correctly in <a href="#">SaharaEagle</a>?</li> <li>• Is your purchase outside of your normal spending range? Some banks will block transactions due to security concerns.</li> <li>• Does your issuing bank have special policies regarding electronic or internet purchases?</li> </ul> <p><b>To retry a declined payment:</b></p>	Descriptor	Type of Charge	Sahara Eagle.com POS Sahara Eagle Sahara Eagle Merchandise Sahara Eagle Marketplace Payments Sahara Eagle Marketplace US Sahara Eagle Marketplace NG	Charges related to a Sahara Eagle.com purchase	Sahara Eagle Fresh	Charges related to a Sahara Eagle Fresh (groceries, produce) order.
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Sahara Eagle.com POS Sahara Eagle Sahara Eagle Merchandise Sahara Eagle Marketplace Payments Sahara Eagle Marketplace US Sahara Eagle Marketplace NG	Charges related to a Sahara Eagle.com purchase						
Sahara Eagle Fresh	Charges related to a Sahara Eagle Fresh (groceries, produce) order.						

## Payment, Pricing, and Promotions

1. Go to Your Orders.
2. Do one of the following:
  - a. Try again with a different payment method, as follows:
  - b. Select **Change Payment Method** next to the order you want to modify.
  - c. Select another payment method from your account or submit a new card number and select **Confirm**.
  - d. Select **Retry Payment Method** next to the order.
  - e. Retry your current payment method by selecting **Retry Payment Method** next to the order.

For more information, see the authorization policy.

### AUTHORIZATIONS

When you place an order, Sahara Eagle contacts the issuing bank to confirm the validity of the payment method. Your bank reserves the funds until the transaction is processed, or the authorization expires, but it isn't an actual charge.

Some banks call authorizations "pending" or "processing" charges. For more information on their specific policies regarding authorizations, contact the issuing bank.

Some authorization reasons:

- **Purchase authorizations:** When you place an order, we contact your bank for purchase authorization. We do it to verify your card or checking account but don't charge you until the order ships. Some banks may hold funds in your account for these authorizations even if the order is canceled. Orders from our Marketplace sellers may be charged at the time of purchase.
- **\$1 authorizations:** There are certain situations where we authorize your credit card for \$1.00. We do it to confirm your card has a valid number and hasn't been reported lost or stolen. This type of authorization may appear when:
  - You sign into your account after a long absence.
  - A new subscription or membership is started (such as Eagle's membership).
  - You placed a new order.
  - You have a Sahara Eagle Web Services or a Seller account.
  - You add a new credit card to your account.
  - An advance refund is issued for a return.
  - A replacement order has been created.

#### Note:

- Unused authorizations are always canceled and will be released according to your card issuer's policy.
- Contact your bank for further assistance with authorizations. They can clarify unavailable funds and how long they hold payment authorizations for online orders.

### Pending or processing charges for cancelled orders

Sahara Eagle charges your payment method when an order is shipped. If you have successfully canceled an order before it is shipped, an authorization might be visible on your bank account as a pending or processing charge for up to 5 business days. This is not a charge.

### An order was split and sent into multiple shipments or to multiple shipping addresses.

This order appears on your statement as separate charges. Since Sahara Eagle charges your payment method when the order is shipped, charges can appear separately on your bank account if your order was split into multiple shipments. You can use Your Transactions to match charge amounts and dates from your statement with the associated order number.

### Other common scenarios for unknown charges

- An order was placed by a family member, friend, or coworker with access to your card number.
- Additional cards are associated with the credit or debit account.
- A back-ordered or pre-ordered item shipped.
- A gift order shipped.

### TRACK YOUR PACKAGE

You can find tracking numbers and delivery updates in [SaharaEagle](#).

## Payment, Pricing, and Promotions

### How to track your package

9. Go to [Your Order](#).
10. Find the order you want to track.
11. Select **Track Package** next to your order.
12. View all updates to track delivery progress.

If there are many items in your order, each may have separate delivery dates and tracking info.

### Find solutions to common delivery problems.

#### Your order hasn't shipped yet.

Check the estimated delivery date by selecting **Track Package** in [Your Order](#). If you're expecting the package today and don't see a status update, that's normal. Depending on the carrier, items may ship the same day they're delivered. If you're not expecting the package today, please wait for the tracking information to be updated.

#### Tracking information does not update.

The carrier may have more detailed information about your package. To track your package on the carrier website or contact them directly by reviewing before carrier contact information.

#### Carrier Contact Information

We work with the following carriers to deliver items. If you have an issue with your delivery, you can contact the carriers directly.

#### Find your carrier

7. Visit [Your Order](#).
8. Select **Track Package**.
9. Find your carrier's name and tracking ID.

#### When to contact a carrier

- If you cannot find a package that shows as delivered in [Your Order](#).
- If your package will be delivered by another carrier than Sahara Eagle, you need to provide delivery instructions. Only Sahara Eagle can view the delivery instructions in Your Orders.

#### Tracking your package on the carrier's website

Some national carriers use regional carriers to deliver your package. When this happens, your tracking information might not be accurate on the national carrier website.

#### US common carriers

##### DHL Express

Phone: 1-800-225-5345

##### [FedEx](#)

Phone: 1-800-463-3339

##### [UPS](#)

Phone: 1-800-742-5877

##### [US Postal Service](#)

Phone: 1-800-222-1811

If tracking information is not available, **Review the Missing Tracking Information**

Sometimes, tracking information isn't available.

## Payment, Pricing, and Promotions

### Orders Sold and Fulfilled by Sahara Eagle

A tracking number may not be on your order yet because it could still be on the way to the carrier. When the carrier scans your order the first time, you will have tracking details in [Your Order](#).

If no tracking is available and you need to return or exchange your order, wait for the estimated delivery date to pass. You'll be able to return or replace your order by visiting the

### Sahara Eagle Online Return Center

#### Hassle-free returns are just a click away!

We understand that sometimes online purchases don't work out as planned. At Sahara Eagle, we want to make the return process as easy and convenient as possible for you. Here's everything you need to know about returning your online purchase:

#### Eligibility:

1. Most items purchased on Sahara Eagle Online can be returned within [number] days of delivery unless marked as non-returnable.
2. Items must be in their original condition, unworn, and unwashed, with all tags and packaging intact.
3. Some items may have specific return requirements, so please check the product listing for details.
4. Final sale items, personalized items, and items marked "non-returnable" cannot be returned.

#### Starting a return:

1. Visit the **Returns Center** on our website.
2. Sign in to your account and select the order you want to return from.
3. **Select the reason for your return:** Choose the reason from the available options, such as "incorrect item," "damaged item," or "change of mind."
4. Choose the items you want to return and select a reason for your return.
5. **Print your return label:** A pre-paid return shipping label will be generated for you. Print the label and attach it securely to your package.
6. **Ship your return:** Drop off your package at any authorized carrier location or schedule a pickup.

#### Return processing:

- Once we receive your return, it will be processed within 3-5 business days.
- You will receive an email notification when your return is complete, and your refund has been issued.
- Refunds will be issued to the original payment method used for your purchase.

#### Refunds and Exchanges:

- Once your return is received and processed, you will receive a full refund to your original payment method within 5-7 business days.
- If you request an exchange, we will ship the new item to you as soon as it becomes available.

#### Things to remember:

1. You are responsible for the cost of return shipping unless the return is due to our error.
2. Keep your proof of postage receipt until your return is processed.
3. For more information about our return policy, please visit our **Help Center**.

#### Additional options:

1. **Exchange:** If you would like to exchange your item for a different size or color, you can select this option during the return process.
2. **Store returns:** You can also return your online purchase to any Sahara Eagle store location. Please bring your packing slip or order confirmation email with you.

**We hope this information helps! If you have any questions about returning your online purchase, please don't hesitate to contact us.**

**Phone:** [phone number] **Live Chat:** Available on our website during business hours **Email:** [email address]

### Orders sold and fulfilled by Third-Party Sellers

Seller orders can also be tracked, but only if the seller has shared this information with Sahara Eagle and you've chosen a traceable shipping method.

If a "Track Package" option is not available, contact the seller as follows:

1. Go to [Your Order](#).
2. Find your order in the list.
3. Select **Problem with order**.
4. Choose your topic from the list displayed.
5. Select **Contact Seller**.

## Payment, Pricing, and Promotions

	<p>Allow two days for the seller to respond. In most cases, you'll receive a reply sooner.</p> <p><b>Tracking your return order</b></p> <p>Your return order status can be tracked by selecting <b>View Return/Refund Status</b> next to the relevant order. Please review Return Items You Ordered for more information.</p> <p><b>Return Items You Ordered</b></p> <p>You can return any eligible items sold on <a href="#">SaharaEagle</a>. When you return an item, you may see different return options depending on the seller, item, or reason for return.</p> <p><b>To return an eligible item you ordered:</b></p> <ol style="list-style-type: none"><li>1. Go to <a href="#">Your Order</a> to display your recent orders. To return a gift, go to <b>Return a Gift</b>.</li><li>2. Choose the order and select Return or Replace Items.</li><li>3. Select the item you want to return. Then select an option from the Reason for Return menu.</li><li>4. Choose how to process your return. If applicable, select to issue a refund or replacement. For items sold from a Sahara Eagle seller, you'll see a Submit return request. The Sahara Eagle seller reviews return requests before issuing a refund or replacement.</li><li>5. For more information, go to Returns to Third-Party Sellers. If you don't receive a response within two business days, you can request a Sahara Eagle Guarantee Refund.</li><li>6. Select your preferred return method.</li><li>7. Print your return label and return authorization.</li><li>8. Add your return label (if applicable) and package your items for return.</li></ol>
<b>Reset Your Password</b>	<p>If you've forgotten your password, you can reset it by going through our password assistance process on our website.</p> <p>To reset your password:</p> <ol style="list-style-type: none"><li>1. Go to <b>Password assistance</b>.</li><li>2. When prompted, enter the email address or mobile phone number associated with your Sahara Eagle account and select <b>Continue</b>.</li></ol> <p>We'll send you an email or SMS (depending on the verification method you've chosen) containing a One Time Password (OTP), to authenticate your request.</p> <ol style="list-style-type: none"><li>3. Enter the OTP you received and select <b>Continue</b>.</li><li>4. Create a new password.</li></ol> <p>As soon as you've created a new password, it's active. Your new password is for all Sahara Eagle-related accounts associated with the same email address.</p>
<b>Your Security</b>	<p><b>Report a Security Issue</b></p> <p>At Sahara Eagle, we take security and privacy seriously.</p> <p>To report a security issue, use one of the following options:</p> <p>To report a security vulnerability on Sahara Eagle Retail services or products: Submit the details of your findings through the <b>web form</b>,</p> <ul style="list-style-type: none"><li>• To report a suspicious email, go to <b>Report a Phishing Email</b>.</li><li>• If you think you may have been contacted by a fraudulent source offering employment on behalf of Sahara Eagle, send an email to <b>Recruiting.Fraud@Sahara Eagle.com</b>.</li><li>• If you think you may have received a suspicious or fraudulent correspondence claiming to be from Sahara Eagle, we recommend that you report it.</li></ul>

## Community Guidelines

	<p>Guidelines for keeping the Sahara Eagle Community helpful, relevant, meaningful, and appropriate.</p> <p>The community is a place to share your thoughts and experiences (positive and negative) with other customers. The following guidelines explain what's allowed and not allowed.</p> <p>By using community features, you agree to our <a href="#">Conditions of Use</a> and <a href="#">Privacy Notice</a>. You also agree to follow these guidelines, which we update from time to time. Community features include:</p> <ul style="list-style-type: none"><li>• Reviews (including star ratings)</li><li>• Questions and answers</li><li>• Helpful votes</li><li>• Lists and registries</li><li>• Profile pages</li><li>• Sahara Eagle Follow</li></ul>
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## Payment, Pricing, and Promotions

	<ul style="list-style-type: none"> <li>• Shop by Interest (including comments and replies to comments)</li> <li>• Sahara Eagle Inspire</li> <li>• Sahara Eagle Influencer</li> <li>• Reports of violations</li> </ul>
Table of Contents	<p><b>What the guidelines apply to</b></p> <p>Who can participate</p> <p>What's not allowed</p> <ul style="list-style-type: none"> <li>• Seller, order, or shipping feedback</li> <li>• Comments about pricing or availability</li> <li>• Content written in unsupported languages</li> <li>• Repetitive text, spam, or pictures created with symbols</li> <li>• Private information</li> <li>• Profanity or harassment</li> <li>• Hate speech</li> <li>• Sexual content</li> <li>• External links</li> <li>• Ads, conflicts of interest, promotional content</li> <li>• Compensated reviews</li> <li>• Plagiarism, infringement, or impersonation</li> <li>• Illegal activities</li> </ul> <p>Consequences for violations</p> <p>How to report violations</p>
What the guidelines apply to	<p><b>What the guidelines apply to</b></p> <ul style="list-style-type: none"> <li>• Actions you take, including:             <ul style="list-style-type: none"> <li>◦ Sharing text, photos, videos, or links</li> <li>◦ Marking a review as helpful</li> </ul> </li> <li>• Interactions with other community members and Sahara Eagle</li> </ul> <p>These guidelines does not apply to content in products or services sold on Sahara Eagle (for example, content of a book).</p> <p><b>Who can participate?</b></p> <p>If you have an Sahara Eagle account, you can:</p> <ul style="list-style-type: none"> <li>• Create and update shopping lists, wish lists, or registries.</li> <li>• Update your profile page.</li> <li>• Participate in digital and device forums.</li> <li>• You must have spent at least \$49.99 on Sahara Eagle.com, using a credit or debit card, in the past 12 months, to:             <ul style="list-style-type: none"> <li>• Create reviews (including star ratings).</li> <li>• Answer customer questions.</li> <li>• Submit helpful votes.</li> <li>• Create idea lists.</li> <li>• Follow other contributors.</li> <li>• Create posts on Sahara Eagle Inspire.</li> <li>• Comment on Shop by Interest posts, and reply to other comments.</li> <li>• Promotional discounts don't count towards the \$49.99 minimum spending requirement.</li> </ul> </li> </ul> <p><b>What's not allowed.</b></p> <p><b>Seller, order, or shipping feedback</b></p> <p>We don't allow reviews or questions and answers that focus on:</p> <ul style="list-style-type: none"> <li>• Sellers and the Customer Service they provide.</li> <li>• Ordering issues and returns.</li> <li>• Shipping packaging.</li> <li>• Product condition and damage.</li> <li>• Shipping cost and speed.</li> </ul>

## Payment, Pricing, and Promotions

	<p><b>Why not?</b> Community content is meant to help customers learn about the product itself, not an individual experience ordering it. We want to hear your <b>feedback about sellers</b> and <b>packaging</b>, but not in reviews or questions and answers.</p>
	<p><b>Sahara Eagle's Marketplace Sellers Feedback Policy</b></p> <p>At Sahara Eagle, we value transparency, trust, and accountability in our marketplace. Our feedback system plays a crucial role in maintaining high standards of quality, reliability, and customer satisfaction. Sahara Eagle is committed to fostering a transparent and trustworthy marketplace experience for both buyers and sellers. This Sellers Feedback Policy outlines the guidelines for how customer feedback is collected, displayed, and managed on our platform. The guidelines outlines and expectations for sellers regarding feedback on Sahara Eagle's marketplace.</p> <p><b>Purpose of Seller Feedback:</b></p> <p>Seller feedback provides valuable insights into a seller's performance and helps buyers make informed purchasing decisions. Positive feedback reflects a seller's commitment to providing a good customer experience, including:</p> <ul style="list-style-type: none"><li>• Product quality and accuracy</li><li>• Timely order fulfillment</li><li>• Responsive customer service</li><li>• Professional communication</li></ul> <p><b>Collecting Feedback</b></p> <ul style="list-style-type: none"><li>• After each completed order, buyers will be prompted to leave feedback for the seller.</li><li>• Feedback can include a star rating (1-5 stars) and an optional written review.</li><li>• Feedback prompts encourage buyers to consider factors like product quality, seller communication, and shipping speed.</li><li>• Reviews can be positive, neutral, or negative.</li><li>• Sellers cannot edit or remove buyer feedback.</li></ul> <p><b>Feedback Eligibility:</b></p> <ul style="list-style-type: none"><li>• Only buyers who have completed an order with a seller are eligible to leave feedback.</li><li>• Feedback left after a mutually agreed-upon resolution (e.g., full refund) may be considered for removal at Sahara Eagle's discretion.</li></ul> <p><b>Displaying Feedback</b></p> <ul style="list-style-type: none"><li>• Seller feedback will be displayed on the individual seller page and product listings.</li><li>• This includes the average star rating, the total number of ratings, and a selection of recent written reviews.</li><li>• Buyers can sort product listings by seller rating to help them find highly-rated sellers.</li><li>• Seller Profile: Seller feedback will be displayed on each seller's profile page, including an overall star rating and a breakdown of ratings for product, shipping, and customer service.</li><li>• Product Listings: Feedback ratings (but not text reviews) may be displayed alongside individual product listings to provide buyers with additional information before making a purchase.</li></ul> <p><b>Using Seller Feedback:</b></p> <ul style="list-style-type: none"><li>• <b>Account Health:</b> Seller feedback is one of the factors considered when evaluating seller account health. Consistently high feedback ratings demonstrate a seller's commitment to excellent customer service and can lead to increased marketplace visibility and potential benefits.</li><li>• <b>Enforcement Actions:</b> Sahara Eagle reserves the right to take appropriate action against sellers with persistently low feedback ratings or negative reviews that indicate violations of our Seller Policies. This may include account suspension or termination.</li></ul> <p><b>Maintaining Fair and Accurate Feedback:</b></p> <ul style="list-style-type: none"><li>• <b>Preventing Fraudulent Reviews:</b> Sahara Eagle utilizes systems to detect and prevent fraudulent reviews.</li><li>• <b>Dispute Resolution:</b> If a seller believes a feedback rating or review is unfair or inaccurate, they can submit a request for review. Sahara Eagle will investigate and may remove the feedback if deemed necessary.</li><li>• <b>Removal of Feedback:</b> Sahara Eagle may remove feedback in limited circumstances, such as if it contains offensive language, violates privacy policies, or is deemed irrelevant.</li></ul>

## Payment, Pricing, and Promotions

### Responding to Feedback

- Sellers are encouraged to respond to both positive and negative feedback in a timely and professional manner.
- Responses should be courteous, address the customer's concerns, and demonstrate a commitment to improvement.
- Sellers can choose to post public responses or private messages to customers.
- Sellers should avoid responding in a defensive or argumentative manner.

### Moderating Feedback

- Sahara Eagle reserves the right to remove feedback that violates our Community Guidelines, including:
  - Profanity or offensive language
  - Hate speech or discriminatory content.
  - Spam or irrelevant information.
  - Personally identifiable information
  - Accusations of fraud or illegal activity
- Sellers who consistently receive negative feedback or demonstrate a pattern of poor performance may face disciplinary action, including account suspension or termination.

### Seller Actions for Negative Feedback

- If a seller receives negative feedback, they should take steps to understand the customer's concerns and address them directly.
- Sellers can offer solutions or apologies where appropriate.
- By demonstrating a commitment to customer satisfaction, sellers can mitigate the impact of negative feedback and potentially improve their future ratings.

### Maintaining a Positive Seller Rating

- Here are some tips for sellers to maintain a positive feedback rating:
  - Provide high-quality products that meet customer expectations.
  - Offer clear and accurate product descriptions.
  - Communicate clearly and promptly with customers.
  - Ship orders promptly and under promised timelines.
  - Address customer concerns promptly and professionally.

### Seller Responsibilities:

- **Encourage Feedback:** Sellers are encouraged to request feedback from buyers after completing orders.
- **Respond to Feedback:** Sellers should respond to both positive and negative feedback in a professional and timely manner.
- **Maintain High Standards:** Sellers are ultimately responsible for providing a positive customer experience to ensure they receive positive feedback and maintain a good reputation in the marketplace.

### Prohibited Feedback Content:

- Feedback containing profanity, obscenity, or hate speech will be removed.
- Threats, harassment, or bullying directed towards buyers or other sellers is strictly prohibited.
- Feedback containing personal information about the buyer or seller will be removed.
- Feedback promoting unrelated products or services will be removed.
- Attempts to manipulate feedback through fraudulent practices (e.g., incentivizing positive reviews) will result in disciplinary action.

### Seller Feedback and Account Health:

- Seller feedback plays a significant role in seller account health on the Sahara Eagle marketplace.
- Sellers with consistently positive feedback ratings will be more visible in search results and may benefit from additional promotional opportunities.
- Sellers with a history of negative feedback may see their search ranking decrease and could face limitations on selling privileges.

### Additional Resources:

- Sahara Eagle Help Center (Section on Seller Feedback): [Provide Link Here]

## Payment, Pricing, and Promotions

### Seller's Feedback

#### Sahara Eagle Marketplace Seller Feedback

Sahara Eagle Marketplace is committed to fostering a transparent and reliable shopping experience for our customers. Our Seller Feedback system provides valuable insights into seller performance, helping buyers make informed decisions about their purchases.

#### Sahara Eagle's system uses a combination of metrics to generate an overall Seller Rating:

##### Seller Ratings:

- **Overall Seller Rating:** This is a star-based rating (1-5 stars) that reflects the overall customer experience with a particular seller. It is calculated by averaging individual customer feedback ratings on various aspects of the seller's performance.
- **Detailed Rating Breakdown:** Customers can provide ratings in specific areas like:
  - **Product Quality:** Reflects the accuracy of product descriptions and customer satisfaction with the product itself.
  - **Shipping Speed:** Rates the timeliness of order fulfillment and delivery.
  - **Customer Service:** Evaluates the seller's responsiveness to inquiries and ability to resolve customer issues.
  - **Order Fulfillment Rate:** This reflects the percentage of orders a seller successfully fulfills on time and without errors.
  - **Shipping Speed:** This measures the average time it takes for a seller to ship an order after it is placed.
  - **Customer Service Rating:** This metric is based on buyer feedback regarding the seller's responsiveness and resolution of any issues.
  - **Product Reviews:** Individual buyer reviews of specific products sold by the seller are also factored into the overall rating.
  - **Order Accuracy:** Was the correct item shipped, and did it match the product description?

##### Seller Reviews:

- Buyers can leave optional written reviews elaborating on their experience with the seller.
- These reviews provide valuable insights into specific aspects of the transaction, such as communication, product packaging, and overall satisfaction.
- Sellers can respond publicly to reviews, offering clarification or addressing customer concerns.

##### Customer Reviews:

**Voluntary Reviews:** Customers can leave detailed written reviews about their experience with a particular seller. These reviews can provide valuable insights into the seller's strengths and weaknesses.

**Verified Reviews:** To ensure authenticity, Sahara Eagle prioritizes verified reviews from customers who have actually purchased from the seller.

**Review Filtering:** Customers can filter reviews by various criteria like order date, star rating, and review content keywords. This allows them to find reviews most relevant to their purchase decisions.

##### Order Metrics:

This section displays key performance indicators for each seller, including:

- **Order fulfillment rate:** Percentage of orders shipped on time.
- **Order defect rate:** Percentage of orders with issues like incorrect items, damaged products, or missing components.
- **Customer service response rate:** Percentage of customer inquiries answered within a specified timeframe.

##### How to View Seller Feedback:

- Each seller profile on the Sahara Eagle marketplace displays their overall seller rating, a summary of recent reviews, and key order metrics.
- Buyers can click on the rating or "Read Reviews" to access detailed information about the seller's performance.

##### Responding to Feedback:

- **Seller Response:** Sellers can respond to customer reviews, both positive and negative. This allows them to address customer concerns, clarify issues, and showcase their commitment to customer satisfaction.
- **Response Visibility:** Customer responses to seller feedback are publicly displayed, promoting transparency and accountability.

##### Benefits of Sahara Eagle Seller Feedback:

## Payment, Pricing, and Promotions

	<ul style="list-style-type: none"><li>• <b>Informed Buying Decisions:</b> Buyers can leverage seller feedback to choose reputable sellers and make confident purchasing decisions.</li><li>• <b>Improved Seller Performance:</b> The feedback system helps sellers identify areas for improvement and enhance their overall customer service.</li><li>• <b>Increased Customer Trust:</b> Transparency in seller performance builds trust and loyalty within the marketplace.</li><li>• <b>Transparent Marketplace:</b> A comprehensive feedback system fosters trust and transparency within the Sahara Eagle Marketplace.</li></ul> <p><b>Additional Considerations:</b></p> <ul style="list-style-type: none"><li>• <b>Feedback Removal Policy:</b> Sahara Eagle reserves the right to remove any feedback or reviews deemed inappropriate that violate platform policies, contain offensive language, or are deemed irrelevant to the buyer's experience or misleading.</li><li>• Sellers who consistently receive negative feedback or demonstrate poor performance metrics may be subject to corrective actions, including account suspension or termination.</li><li>• <b>Minimum Order Threshold:</b> Sahara Eagle may require a minimum number of completed orders of \$49.99 before a seller's feedback becomes visible. This helps ensure the feedback reflects a consistent experience.</li><li>• <b>Dispute Resolution:</b> If a customer encounters an issue with their order, Sahara Eagle offers a dispute resolution process to help facilitate a fair and amicable solution.</li></ul>
	<p><b>Sahara Eagle: Packaging with Purpose- A Commitment to Environmental Sustainability, Protection Responsible Practices.</b></p> <p><b>Climate Pledge:</b></p> <p>At Sahara Eagle, we recognize the urgent need to address climate change and minimize our environmental footprint. That's why we are committed to implementing sustainable packaging initiatives that reduce waste, promote recyclability, and support our goal of reaching net zero carbon by 2040. Our Climate-Friendly Packaging Program reflects our dedication to environmental stewardship and our commitment to making a positive impact on the planet.</p> <p>This commitment extends beyond our products- it also encompasses the entire buying experience, our commitment to environmental responsibility and responsible and sustainable packaging plays a crucial role in this commitment. That's why we prioritize sustainable eco-friendly materials for our packaging solutions to minimize our ecological footprint while ensuring your purchases arrive safely and securely.</p> <p>Furthering our commitment to sustainability, Sahara Eagle proudly supports The Climate Pledge. This initiative, announced in January 2024, signifies our dedication to reaching net zero carbon emissions by 2040. Since 2023, we have been actively researching sustainable packaging initiatives, including Frustration-Free Packaging programs (FFP), projected to eliminate thousands of tons of packaging materials and over 1 billion boxes by 2035.</p> <p><b>Our Packaging Philosophy:</b></p> <ul style="list-style-type: none"><li>• <b>Minimize and Optimize:</b> We prioritize using minimal packaging materials while ensuring your purchase arrives safely. Our boxes are precisely sized to fit your order, reducing excess cardboard waste.</li><li>• <b>Eco-Friendly and Biodegradable Materials:</b> We prioritize using recycled cardboard boxes, paper cushioning, and We're also exploring innovative bio-based and biodegradable materials to further minimize environmental impact whenever possible.</li><li>• <b>Reusable Elements:</b> When appropriate, we incorporate reusable packaging elements within the packaging whenever feasible like cloth pouches or drawstring bags that you can utilize for storage or other purposes.</li><li>• <b>Minimalistic Design:</b> We aim for simple, clean packaging that is visually appealing while minimizing printing and ink usage.</li><li>• <b>Right-sizing:</b> We utilize packaging that precisely fits your order, minimizing unnecessary materials and reducing waste.</li></ul> <p><b>Sustainable Packaging Materials:</b></p> <ul style="list-style-type: none"><li>• <b>Recycled Cardboard:</b> We primarily use recycled cardboard boxes for product packaging. This reduces our reliance on virgin materials and promotes resource conservation.</li><li>• <b>Biodegradable Materials:</b> Whenever possible, we utilize biodegradable packing peanuts, void fill, and other cushioning materials. These options decompose naturally, minimizing long-term waste.</li></ul>

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- **Minimalist Packaging:** We strive to design our packaging to perfectly fit your purchase, eliminating unnecessary space and reducing overall material usage.
- **Reusable Packaging:** In some cases, we may use reusable packaging options like cloth pouches or totes. These can be repurposed by customers for personal use.

### Climate-Friendly Packaging Program:

Sahara Eagle is committed to ongoing innovation in sustainable packaging. We are actively exploring and implementing the following initiatives:

- **Partnership with Eco-conscious Suppliers:** We are actively seeking partnerships with suppliers who specialize in eco-friendly packaging materials and adhere to responsible manufacturing practices.
- **Carbon Offset Program:** We are exploring the potential of implementing a carbon offset program to mitigate the environmental impact of our packaging and where a portion of your purchase goes towards offsetting the carbon footprint associated with packaging and transportation.
- **Customer Incentive Programs:** We're considering implementing programs that encourage customers to return or reuse packaging materials, potentially offering rewards for participation.
- **Investment in Reusable Packaging Solutions:** We are investigating the feasibility of offering reusable packaging options, potentially through a deposit system, to further reduce waste.

### Protecting Your Purchase:

While we prioritize eco-friendly materials, protecting your order remains paramount. We employ the following strategies to ensure safe delivery:

- **Durable Packaging Materials:** We utilize sturdy recycled cardboard boxes and appropriate cushioning materials to provide adequate protection during transit.
- **Fragile Labeling:** Clearly marked "Fragile" labels are used on packages containing delicate items to alert delivery personnel to handle them with care.
- **Packing Techniques:** Our team employs careful packing techniques to minimize movement of items within the box and prevent damage.

### Sahara Eagle is committed to continuous improvement in our packaging practices. Here's how we're working towards a climate-friendly future:

**Continuous Innovation and Improvement:** We take our climate pledge seriously and are constantly looking for ways to innovate and improve our packaging practices. We gather insights from customer feedback, online returns, and social media to identify opportunities to reduce waste and improve the sustainability of our packaging. This includes working closely with manufacturers to optimize packaging designs and minimize environmental impact.

### Transparency and Communication:

We believe in transparency and open communication with our customers. We'll continue to update you on our progress towards a fully climate-friendly packaging program. We'll share information about our partnerships, packaging innovations, and customer incentive programs through our website, social media channels, and email communications.

### Concerned About a Damaged Delivery or Other Issues with Packaging?

We understand that even with the best packaging practices, unforeseen circumstances can occur during shipping. If you receive a damaged package or encounter any issues with your packaging materials, please don't hesitate to contact us. Here's how we can help:

- **Thorough Inspection:** Before shipment, all orders are carefully inspected to ensure products are properly packed and protected.
- **Damage Reporting:** If your package arrives damaged, please contact Sahara Eagle customer service immediately. We will work with you to resolve the issue promptly.
- **Clear Communication:** We encourage you to document any damage with photos and a written description for faster resolution.
- **Contact Information:** You can reach our friendly customer service team by phone at [Phone Number] or email us at [Email Address].
- **Damage Reporting Process:** We will guide you through a simple damage reporting process to ensure a prompt and satisfactory resolution.

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Please [contact us](#) and tell us about your experience. We'll use information collected from your order to help assess both the quality of the item's packaging from the manufacturer, and the choices we made in terms of packaging solutions available at our fulfillment centers. If needed, we'll work to improve the packaging and may even restrict the item from sale until a packaging change is made to ensure that we are delivering a great customer experience.

### **Together, we can make a difference for a Sustainable Future**

At Sahara Eagle, we believe in responsible stewardship of our planet. By embracing sustainable packaging solutions and working together, we can collectively reduce our environmental impact and contribute to a healthier planet. Our goal is to connect our customers with Africa's rich heritage while minimizing our environmental impact.

### **Comments about pricing or availability**

If it's related to the value of the product, it's OK to comment on price. For example, "This food item is great value for only \$20.00.

Pricing comments related to an individual experience aren't allowed. For example, Found this item here for \$4.00 less than at my local store.

These comments aren't allowed because they aren't relevant for all customers.

Some comments about availability are OK. For example, I wish this outfit was also available in red/black/blue/gray. However, we don't allow comments about availability at a specific store. The purpose of the community is to share product-specific feedback that will be relevant to all other customers.

### **Content written in unsupported languages**

We only allow content to be written in the supported languages of the Sahara Eagle site where it will appear. For example, we don't allow reviews written in French on Sahara Eagle.com. It only supports English. Some Sahara Eagle sites support multiple languages, but content written in a mix of languages isn't allowed.

### **Repetitive text, spam, or pictures created with symbols**

We don't allow contributions with distracting content and spam. This restriction includes:

- Repetitive text
- Nonsense and gibberish
- Content that's just punctuation and symbols
- ASCII art (pictures created using symbols and letters)

### **Private information**

Don't post content that invades privacy or shares your own personal information, including:

- Phone number
- Email address
- Mailing address
- License plate
- Data source name (DSN)
- Order number

### **Profanity or harassment**

It's OK to question beliefs and expertise, but be respectful. We don't allow:

- Profanity, obscenities, or name-calling
- Harassment or threats
- Attacks on people you disagree with
- Libel, defamation, or inflammatory content
- Drowning out opinions. Don't post from multiple accounts or coordinate with others.

### **Hate speech**

You are not allowed to express hatred for people based on characteristics like:

- Race

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- Ethnicity
- Nationality
- Gender
- Gender identity
- Sexual orientation
- Religion
- Age
- Disability

It's also not allowed to promote organizations that use such hate speech.

### Sexual content

It's OK to discuss sex and sensuality products sold on Sahara Eagle. The same goes for products with sexual content (books, movies). That said, we still don't allow profanity or obscene language. We also don't allow content with nudity or sexually explicit images or descriptions.

### External links

We allow links to other products on Sahara Eagle, but not to external sites. Don't post links to phishing or other malware sites. We don't allow URLs with referrer tags or affiliate codes.

### Ads, conflicts of interest, promotional content

We don't allow content if its main purpose is to promote a company, website, author, or special offer. We also don't allow people to create, edit, or post content about their own products or services. The same goes for products and services offered by:

- Friends
- Relatives
- Employers
- Business associates
- Competitors

We don't allow reviews written as a form of promotion. We remove reviews posted by someone with financial interest in the product, or any other conflict of interest. See more examples of [reviews that we don't allow](#).

### Customer Reviews Not Allowed

You can submit reviews for items listed on Sahara Eagle. We encourage you to share your opinions, both favorable and unfavorable.

Customer Reviews help customers to learn more about the product and decide whether it is the right product for them.

Customer Reviews should give customers genuine product feedback from fellow shoppers. We have a zero tolerance policy for any review designed to mislead or manipulate customers.

We don't allow anyone to write reviews as a form of promotion.

The following are types of reviews that we don't allow and will remove:

- A review by someone who has a direct or indirect financial interest in the product.
- A review by someone perceived to have a close personal relationship with the product's owner, author, or artist.
- A review by the product manufacturer, posing as an unbiased shopper.
- Multiple negative reviews for the same product from one customer.
- A review in exchange for monetary reward.
- A review of a game in exchange for bonus in-game credits.
- A negative review from a seller on a competitor's product.
- A positive review from an artist on a peer's album in exchange for receiving a positive review from them.

You can access all of your reviews by visiting [Your Profile](#).

We don't allow anyone with a financial or personal connection to the brand, seller, or authors to post questions. They can post answers, but only if they clearly and conspicuously disclose their connection. Example: "I represent the brand

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for this product.” We automatically label some answers from sellers and manufacturers. In that case, additional disclosure is unnecessary.

Excluding reviews and questions and answers, you can post about products to which you are financially or personally connected. It is mandatory, though, that you clearly and conspicuously disclose the connection. Example: “I was paid for this post.” However, brands and businesses can’t participate in the community in ways that divert Sahara Eagle customers to non-Sahara Eagle environment. That includes advertising, special offers, or "calls to action." Content posted through brand, seller, or an author’s accounts about their own products or services doesn’t need additional labeling.

For details and more examples, read our [promotional content guidelines](#).

### Compensated reviews

Reviews should reflect your honest opinion. We don’t allow reviews that are created, edited, or removed in exchange for compensation. Compensation includes cash, discounts, free products, gift cards, and refunds. Some common examples of what’s not allowed:

- Your order arrives, and there’s a gift card in the package. To redeem it, you first have to post a positive review.
- After leaving a negative review, you get an email offering a refund if you change or remove the review.
- You receive a text message that promises full reimbursement for buying a product and posting a review about it.

### Plagiarism, infringement, or impersonation

Only post your own content or content that you have permission to use on Sahara Eagle. This restriction includes text, images, and videos. You're not allowed to:

- Post content that infringes on intellectual property (including copyrights, trademarks, patents, trade secrets) or other proprietary rights
- Interact with community members in ways that infringe on intellectual property or proprietary rights
- Impersonate someone or an organization

### Illegal activities

Don't post content that encourages illegal activity like:

- Violence
- Illegal drug use
- Underage drinking
- Child or animal abuse
- Fraud

We don't allow content that advocates or threatens physical or financial harm to yourself or others. This restriction includes terrorism. Jokes or sarcastic comments about causing harm aren't allowed.

It's also not allowed to offer fraudulent goods, services, promotions, or schemes (make money fast, pyramid).

You are not allowed to encourage the dangerous misuse of a product.

### Medical claims

We don't allow any statements or claims related to preventing or curing serious medical conditions or severe symptoms. This applies to all products, including foods, beverages, supplements, cosmetics, and personal care/general products.

### Consequences for violations

Violations of our guidelines make the community less trustworthy, safe, and useful. If someone violates the guidelines, we may:

- Remove their content.
- Limit their ability to use community features.
- Remove related products.
- Suspend or terminate their account.
- Withhold payments.

If we find unusual reviewing behavior, we might limit the ability to submit reviews. If we reject or remove your review for [promotional content guidelines](#), you won't be allowed to review that product again.

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	<p>If someone violates state and federal laws, including the Federal Trade Commission Act, we might take legal action. This action may result in civil and criminal penalties.</p> <p><b>How to report violations</b></p> <p>Use the Report link near the content that you want to report.</p> <p>If someone offers you compensation to create, edit, or remove a review, report it using the <b>Report Review Compensation</b> form.</p> <p>After we receive your report, we'll investigate and take appropriate action.</p> <p>To find more information about the Sahara Eagle Community and how to contact us, follow these steps:</p> <ol style="list-style-type: none"><li>1. Visit <b>Customer Service</b>.</li><li>2. Select <b>Help with something else</b> (if this button is displayed).</li><li>3. Select <b>Something else</b>.</li><li>4. Select <b>Sahara Eagle Community</b>.</li><li>5. Select the most appropriate option from the list of Sahara Eagle Community features.</li></ol>
	<p><b>Promotional Content Guidelines</b></p> <p><b>About Promotional Content</b></p> <p>In order to preserve the integrity of Community content, promotional content - i.e., an endorsement by someone with a financial or close personal connection to what they're endorsing - is only allowed in limited circumstances and must always be clearly and conspicuously disclosed as promotional content if not obvious from the context.</p> <p>Because Customer Reviews and Questions and Answers are meant to give customers genuine product feedback from fellow shoppers, different guidelines apply to those features. The guidelines and examples below supplement our <b>Community Guidelines</b> regarding promotional content.</p> <p><b>Promotional Content in Customer Reviews</b></p> <p>Our goal is to capture all the energy, enthusiasm, and feedback (both favorable and critical) that customers have about a product while avoiding use of reviews to advertise, promote, or mislead.</p> <p>To help illustrate, here are a few examples of reviews that we don't allow:</p> <ul style="list-style-type: none"><li>• A product brand posts a review of their own product</li><li>• A customer posts a review in exchange for cash, a free or discounted product, a gift certificate, or a discount off a future purchase provided by a third party</li><li>• A customer posts a review in exchange for entry into a contest or sweepstakes or membership in a program</li><li>• A customer posts a review of a game in exchange for bonus in-game content or credits</li><li>• A relative, close friend, business associate, or employee of the product creator posts a review to help boost sales</li><li>• A customer posts a review of the product after being promised a refund in exchange for the review</li><li>• A seller posts negative reviews about a competitor's product</li><li>• An author posts a positive review about a peer's book in exchange for receiving a positive review from the peer.</li></ul> <p>Although products may be provided to customers for free or at a discount, and those customers may write reviews, any attempt to influence or manipulate reviews is prohibited, including conditioning any future benefit on writing a review or the content of the review.</p> <p>Benefits include but are not limited to: future opportunities to receive free or discounted products, continued membership in a program or club, cash rebates or gift certificates, entry into contests or sweepstakes, bonus digital content or credits, and ratings or referrals that may affect the recipient's chances of receiving other benefits.</p> <p><b>Here are a few examples where a review is not permitted:</b></p> <ul style="list-style-type: none"><li>• The customer's eligibility to receive free or discounted products or other benefits in the future depends on their review.</li><li>• The customer's continued membership in a program or club depends on their review.</li></ul>

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- The customer is a member of a review club where sellers or brands give the customer ratings or refer the customer to other sellers or brands based on their review.
- The customer is a member of a review club where they are asked to register their Sahara Eagle public profile so that sellers or brands may monitor their reviews of products offered through the club.

**The following reviews are generally allowed, provided they comply with the above guidelines:**

- A customer writes a review of a product purchased using a discount generally available to all Sahara Eagle customers, such as a Lightning Deal.
- A customer writes a review of a product received for free at a trade show, convention, or other similar venue where the provider does not monitor whether the customer writes a review or condition any benefits on writing a review or the content of the review.

### **Promotional Content in Questions and Answers**

Questions and Answers enable customers to ask questions about a product and obtain honest feedback from other shoppers who have experience with the product. In some cases, the brand, seller, author, their friends, family, employees, or others with a financial or close personal connection to a product may be most knowledgeable about the product. Therefore, they may answer questions on the product as long as they clearly and conspicuously disclose their connection to the product.

**To help illustrate, here are a few examples of questions or answers that we don't allow:**

- A seller asks a question about their own product or a competitor's product.
- A brand answers a question about a competitor's product.

**Here are examples of answers that we do allow:**

- An author answers a question about their own product and discloses their financial interest (e.g., "I'm the author of this book.").
- A seller or brand answers a question about their own product and discloses they are the seller or brand (e.g., "I'm the seller of this product" or "I represent the brand for this product").

### **Other Promotional Content**

Although promotional content is restricted in Customer Reviews and Questions and Answers as described above, there are other ways in which products may be promoted to customers. In all cases, the poster must clearly and conspicuously disclose their financial or close personal connection if not obvious from the context.

To help illustrate, here are a few examples:

- An author or publisher may post content in the book description, About the Author, and Editorial Reviews sections of the product detail page.
- An author, artist, seller, or brand may submit content regarding their own products to their followers using their official account. In this case, the connection between the poster and the products is obvious, so no additional disclosure is necessary.
- A relative of an author may submit content to their followers as long as their relationship with the author is disclosed in the content (e.g., "Check out my spouse's new book!").
- Anyone may submit content to their followers in exchange for compensation as long as it is clearly and conspicuously disclosed (e.g., "I was paid for this post", "I received this product for free in exchange for this post").
- Anyone may post comments on Customer Reviews or Questions and Answers as long as any financial or close personal connection to the product is clearly and conspicuously disclosed.

### **Anti-Manipulation Policy for Customer Reviews**

Customers trust that they can shop with confidence on Sahara Eagle. Reviews provide a forum for sharing authentic feedback about products and services – positive or negative. Any attempt to manipulate reviews, including by directly or indirectly contributing false, misleading or inauthentic content, is strictly prohibited.

We take the integrity of our reviews platform very seriously. If we determine that you have attempted to manipulate reviews or violated our guidelines in any other manner, we may immediately suspend or terminate your Sahara Eagle privileges, remove reviews, and delist related products. In addition, if we determine that an Sahara Eagle

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account has been used to engage in review manipulation, remittances and payments may be withheld or forfeited. Misconduct may also violate state and federal laws, including the Federal Trade Commission Act, and can lead to legal action and civil and criminal penalties.

We pursue lawsuits for reviews manipulation against dishonest sellers and manufacturers who attempt to purchase fraudulent reviews and the parties who provide and post those reviews. These lawsuits have produced monetary judgments exceeding the annual revenue for such sellers and data allowing us to take additional enforcement actions against others. We suspend and ban the accounts of others who engage in review abuse or otherwise violate our guidelines. We will continue to remove reviews that violate our policies and pursue the sellers and manufacturers who create the demand for fraudulent reviews and the individuals and organizations who supply fraudulent reviews through all available means.

We encourage anyone who suspects that review manipulation is taking place or that our guidelines are being violated in any other manner to notify us. We will investigate the concern thoroughly and take any appropriate actions.