

Terms and Conditions (“Terms”) for Baird Consulting, Inc. (DBA Baird Group)

Last updated: 6/9/16

Please read these Terms and Conditions ("Terms", "Terms and Conditions") carefully before using the bairdgroup.com website operated by Baird Group ("us", "we", or "our"). Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Service. By accessing or using the Service, you agree to be bound by these Terms. If you disagree with any part of the terms, then you may not access the Service.

Purchases

If you wish to purchase any product or service made available through the Service ("Purchase"), you may be asked to supply information relevant to your Purchase including, without limitation, certain personal information, such as your name, address, phone number, email address, and payment information. We use the information we collect to provide the products and services you request. We do not share your information with third party companies.

Links to Other Web Sites

Our Service may contain links to third party web sites or services that are not owned or controlled by Baird Group. Baird Group has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third party web sites or services. You further acknowledge and agree that Baird Group shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such web sites or services. Baird Group is not responsible for the content of such web sites including any changes or updates that are made to the linked web site or the accuracy or completeness of the information provided on those web sites. Baird Group encourages its web site users to be aware when they leave our site and to read the privacy statements of each and every web site that collects personally identifiable information. This privacy statement applies solely to information collected by this web site.

Changes

The Company reserves the right, at our sole discretion, to modify or replace these Terms from time to time and your continued use of the site will signify your acceptance of any adjustment to these terms. If a revision is material, we will try to provide at least 30 days' notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

Baird Group Privacy Policy

Last Updated: 6/9/2016

Welcome! Baird Group is committed to protecting your privacy. This Privacy Policy ("Policy") applies to customer information collected and used by Baird Group, and on our website. We collect your information, including certain personal information, such as your name, address, phone number, email address, and payment information. We use the information we collect to provide the products and services you request. We do not share your information with third party companies. Baird Group ("us", "we", or "our") operates <http://www.baird-group.com> (the "Site"). This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of the Site. We use your Personal Information only for providing and improving the Site. By using the Site, you agree to the collection and use of information in accordance with this policy.

Information Collection and Use/Security

While using our Site, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to your name ("Personal Information"). To provide a secure environment that is protected from unauthorized third-party access, alteration, theft, or misuse, Baird Group uses industry-standard technology including encryption and firewalls to protect personal information gathered online. The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security. We will not sell, share, or rent your personal information to any third party or use your email address for unsolicited mail. Any emails sent by this Company will only be in connection with the provision of agreed services and products.

Changes to this Privacy Policy

The Company reserves the right, at our sole discretion, amend this Policy from time to time. Please review this policy periodically. Your continued use of the site after any such amendments, signifies your acceptance thereof.

Contact Us

To contact us with any questions or comments about our privacy statement, and practices:

Baird Group

426 McMillen Street, Suite 2

Fort Atkinson, WI 53538

Toll Free (866) 686-7672

Telephone (920) 563-4684

Fax (920) 563-3777

Website: baird-group.com

Baird Group Return Policy

Last Updated: 5/17/2016

Returns

Thank you for shopping at Baird-group.com. If you are not entirely satisfied with your purchase, we're here to help. Items shipped from Baird Group can be returned for full credit within 30 days of receipt of shipment, in most cases. Digital downloads, however, are not returnable after purchase. To be eligible for a return, your item must be unused and in the same condition that you received it. Your item needs to have the receipt or proof of purchase.

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you of the status of your refund after inspection of said item. Once your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Please return your item to: Baird Group, 426 McMillen Street, Suite 2, Fort Atkinson, WI 53538.

Contact Us

If you have any questions on how to return your item to us, contact us via Toll Free: (866) 686-7672, Telephone: (920) 563-4684, Fax: (920) 563-3777

Baird Group Shipping Policy

Last Updated: 7/1/2016

Shipping Options

Small orders of books and CDs (1-3 items) that are sent from the Baird Group office in Fort Atkinson, Wisconsin, are charged a Flat Rate charge per order of \$5.00. Mid-size orders (4-7 items) are charged a Flat Rate charge per order of \$10. Orders (8-15 items) are charged a Flat Rate charge per order of \$20. Your item/items will be sent via USPS. For larger orders (ie. a case of books), they will be sent from our warehouse, and there will be a Flat Rate charge per case of \$25.00. Your item/items will be sent via Ground. There are other options available if needed, such as Overnight shipment, for an additional fee.