

Who are we?

Gordianlock.com is a site operated by Gordianlock LTD.

We are an Israeli-registered company with our registered office at Tsurit, Israel, zip 2010400.

You can reach us via lock@gordianloc.com or by Phone at +972-52-5727210

Data we collect:

Should you place an order with us, we will need your full billing details.

We will ask for your email address, phone number, and home address.

We will also need the address you want us to ship to if it is not your home address.

*Your data will **only** be used to provide the information, goods, and services offered through our website to you, for billing and order fulfillment.*

We host our sites with Hostinger.com and our server is in the Netherlands.

Cookies policy:

A cookie is a small text file that we store on your device. Our website uses cookies to distinguish you from other users of our website. Cookies also provide us with information about how this website is used so we can keep it as up-to-date, relevant, and error-free as possible.

- *Strictly necessary cookies - These are cookies that are essential to the operation of our website.*
- *Analytical/performance cookies - These cookies allow us to recognize and count the number of visitors to our website.*
- *Functionality cookies - These cookies are used to recognize you when you return to our website.*
- *Targeting Cookies - These cookies record your visit to our website, the pages you have visited, and the links you have followed.*

We may monitor traffic to our site and collect the following information:

- *The IP address of your computer.*
- *The referring website from which you have got to our website.*

The reasons for this are:

- *To make ongoing improvements to our website based on this data.*
- *To see our most popular sources of business.*

We use:

- *Google Analytics on our site to measure web traffic and where it came from.*
- *Meta (Facebook) pixel to track website visitors and measure the effectiveness of our advertising campaigns.*

Disclosure of personal data

We may disclose your data:

- *To agents and service providers.*
- *In cases where we are required by law to pass on information or if we believe action is necessary for fraud, cyber crime or to protect the website, rights, and personal safety of person/s.*

We may also disclose aggregate statistics about visitors to our website (customers and sales) to describe our services to prospective partners (advertisers, sponsors) and other reputable third parties and for other lawful purposes, but these statistics will include no personally identifiable information.

If you are concerned about your data, you have the right, subject to the payment of a small fee to request access to personal data which may hold or process about you.

If you would like us to delete your data from our servers, please register a request via email at lock@gordianlock.com.

Product Information:

Our products are thinking challenges for adults older than 16 (for most products, we have some younger audience products that are marked as "safe") years.

The reason for our restriction is to eliminate frustration with younger minds who while very flexible might get hurt easily.

If you decide to expose a younger person to our challenges we recommend parental supervision.

Some of our products are web related, and we maintain very good uptime, but as servers and internet providers might have malfunctions be aware that this could happen, we are doing our very best to fix any such malfunctions as soon as we spot them.

The right to cancel:

You have the right to cancel the purchase of a good without having to give a reason at any time within the "cooling off period" of seven working days, beginning on the day after you receive the goods, provided you did not open the package.

If you have the goods you are under the duty to retain them and take reasonable care of them.

You must send the goods back to us at our contact address at your own cost (unless we delivered the item to you in error or the item is damaged or defective) as soon as possible once you have canceled the contract.

We reserve the right to make a charge not exceeding our direct costs of recovering the goods if you do not return the goods or return them at our expense.

Once you have notified us that you wish to cancel the contract, any sum debited to us will be refunded to you, excluding the shipping fees, as soon as possible and in any event within 30 days of receiving the item you have sent us back.

You will not have any right to cancel a purchase for the supply of any of the following goods:

- *for the supply of goods the price of which is dependent on fluctuations in the financial market which cannot be controlled by the retailer.*
- *for the supply of goods made to your specifications or personalized or which because of their nature cannot be returned or are liable to deteriorate or expire rapidly.*
- *for the supply of audio or video recordings or computer software if they are unsealed by you.*

Notices:

You must send all notices to the contact details on the site.

We may give notice to you at either the email or postal address you provide us when making a purchase.

(Notice will be deemed received and properly served 24 hours after an email is sent or three days after the date of posting of any letter.)

In providing the service of any notice, it will be sufficient to prove, in the case of a letter, that the letter was properly addressed, stamped, and placed in the post and, in the case of an email that the email was sent to the specified email address of the addressees.

Conclusion:

These terms are governed by the Israeli law. Any contract for the purchase of goods from this site and any dispute or claim arising out of or in connection with any such contract will be governed by Israeli law. You and I both agree that the courts in Israel will have non-exclusive jurisdiction.

