



Austin's House Online Policies

Privacy Policy

Carson Valley Children's Center (doing business as Austin's House), values and protects your privacy. We thank you for the trust that you place in us and we want you to know that the information you share with us will be treated with care. Credit card information is used only for payment processing and fraud prevention. Credit card information and other sensitive personal information required to process your purchase is not used for any other purpose by Austin's House personnel, and will not be kept longer than necessary for completing the transaction. Your personal information will not be released, except in the case of public acknowledgement of donors. If you wish your donation to remain anonymous, please let us know.

Refund and Returns Policy

Online purchases of goods and event tickets, or donations made on the Austin's House website are final. If you receive defective merchandise, we will gladly replace the item. If an event is cancelled, the purchase price of tickets sold will be refunded.

Delivery Policies

Merchandise and tickets sold on the Austin's House website may be offered for pick-up only, or with the option of direct delivery to the customer, usually with an added fee. The delivery options and timing will be clearly stated at the time of sale. If you have any questions about delivery options or timing, please contact Austin's House at (775) 267-6711.

Currency Policy

All transactions made on the Austin's House website are in U.S. Dollars.

