

Privacy Policy - Terms & Conditions

Privacy Policy

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

When you conduct a transaction on our website, as part of the process, we collect personal information you give us, such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the Services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

Hosting

www.stormviewmountain.com is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

Payments

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

Customer Contact

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

Policy Updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Contact Us

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us by sending postal mail to:

STORMVIEW MOUNTAIN LLC,
108 N. Reading Rd. STE F, Suite 268
Ephrata, PA 17517
ATTN Customer Service

Stormview Mountain LLC

HikeYourMind@stormviewmountain.com

Terms & Conditions

Users can set up accounts, with login credentials at www.stormviewmountain.com for the purpose of purchasing memberships, gift cards, author services, marketing plans, and attending events, workshops, and webInars and free access to the readers forum.

Free listings:

Authors can submit a book to be listed on the Stormview Summit Shop curated list at Bookshop.org, our affiliate as long as they submit their request with an interior book, copyright notice claiming they are the author. The retail link provided, will be a general retailer- such as Amazon, Barnes & Noble, etc. Books purchased through our Bookshop listing will help support Brick & Mortar bookstores. Stormview Mountain LLC will not issue any royalty for those sales, they are strictly through the retailer agreements.

Memberships & Readers Forum

Members: Authors can select an annually renewable membership to the Stormview Writer's Guild, which entitles them to a free listing in the Writer's Circle with photo, bio, book links, and personal website listing as well as: a free Podcast Interview, access to the Writer's Toolbox, Guild Resources, free access to events & webInars. Downloadable templates. Access to the Reader's Forum to build a fanbase. Includes discounted author's self-publishing services and discounted marketing plans & book launches.

Readers Forum: Any visitor can join the Reader's Forum, free of charge. It is a great place to virtually meet an author, participate in a discussion about a book or give a review.

Gift Cards:

Our eGift cards can be used for e-books, memberships, plan purchases, author services, and marketing plans. It's a great way to support authors & poets you want to receive our services. These eGift cards are redeemable only at www.stormviewmountain.com

Author Services

We offer a wide variety of author services and marketing plans. Each service is designed to assist an indie-author in becoming self-reliant by choosing which service they need most. We help develop a strong web presence and landing page/subscription registration and design. In addition, we help with cover re-sizing for difficult manuscript retailer uploads, and provide quotes for non-fiction editing as well as Print-on-Demand manuscript conversion and formatting for error-free retailer uploads. Customers will receive PDF and EPUB, depending on their specific requests.

We offer streamlined and competitive algorithm optimized book descriptions, category and key word analyses, and three levels of manuscript uploading to a variety of book retailers.

These services are payable in advance of service, and customers will receive an email from authors@stormviewmountain.com that allows them to include all the information, files, and

communications necessary to complete their order. **Customers are alerted to look in their SPAM folders for inadvertently delivered web-mail, that's out of our control.**

While our Literary Advisors complete the service orders in a timely manner, some projects take longer than others. Advisors will communicate the order status on a weekly basis. The confirmation emails list the contact information, in case of any concerns.

Marketing Plans

Building an author's platform, staging a book launch, developing an advertising budget or rolling out an ad campaign is a lengthy and thought provoking endeavor. Currently, we have three Marketing Plans offered which help guide independent authors through the process. They are available in 2025 only to members of the Stormview Writer's Guild. In 2026, we will roll out these highly individualized programs to a general audience of independent authors.

Webinars, Events and Live Stream Broadcasts

These offerings will be available to the general public as they become available. On-line tickets or registrations will be made available with a refundable cost, if requested within 36 hours of air time.

REMEDY

If the purchaser of any service believes the results are not-satisfactory, they will be able to respond to the service production email, sent by their Literary Advisor, reporting any changes or concerns they may have about the quality of the service.

We have endeavored to represent these services to the best of our ability, yet there may be inherent expectations which require closer examination with respect to what was actually offered. We work closely with our customers to achieve maximum satisfaction. We ask that you petition authors@stormviewmountain.com with any concerns or quality related disputes.

Contact Us

STORMVIEW MOUNTAIN LLC,
108 N. Reading Rd. STE F, Suite 268
Ephrata, PA 17517
ATTN Customer Service