



111 North Jefferson Street
Chicago, Illinois 60661-2306
312 382 0111
Fax 312 382 0004
www.crosstechinc.com

CrossTech's Communications, Inc. Policy Statements

OVERVIEW

CrossTech Communications, Inc. ("CROSSTECH") is a provider of print and printed related services. From its physical location in Chicago, Illinois CrossTech serves many varied market segments and clients. Questions about any aspect of CrossTech, our products and services should be directed to Bill Hartwig or Andy McPherson (312-382-0111) at CrossTech.

CUSTOMER SERVICE

Customer service is available Monday through Friday each week from 8 am to 6 pm (CST – Chicago, IL) by calling CrossTech at 1-312-382-0111 and asking for Bill Hartwig or Andy McPherson. They may also be reached by email at billh@crosstechinc.com or andym@crosstechinc.com.

RETURN/REFUND POLICY

Many of CrossTech's products and services are produced "ON DEMAND" with each order (and may be personalized) and these products may not be returned or cancelled once production has begun. However, if you are unhappy with the quality of the finished product(s), CrossTech will review your concerns and where we believe an error in manufacturing has occurred, we will reproduce those items at no expense to the customer. In no event, will CrossTech be held responsible for personalized items where the information input by the customer contained errors or omissions. Sales on all electronic download items are final and no refunds or credit will be issued for these items. Those items which are "off the shelf" may be returned for credit, assuming that they are still in their original packaging and the items are returned to CrossTech within 30 days or receipt. All returns must be pre-approved by CrossTech's Customer Service Department. All requests for error review should be directed to CrossTech's Customer Service Department

DELIVERY AND TIMING

CrossTech's products are shipped with a variety of freight carriers (e.g. FedEx, USPS, UPS, local courier, etc.). CrossTech will work with its clients to find the best method of shipment. For online purchases, the customer will have the opportunity to select a shipping method. For each project, CrossTech will provide a production estimate. This production estimate will designate an estimated date of shipment. CrossTech is not responsible for lost, delayed or damaged shipments. These issues should be directed to the specific carrier in question. CrossTech will do its best to ship products within the estimated production time but provides no guarantee that shipment will occur as specified. If shipments are delayed beyond a reasonable time frame, CrossTech will contact customer with an updated shipping schedule. Electronic downloads will be available within 60 minutes of the time of purchase. If any items are back ordered, customer will be notified.



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PRIVACY POLICY

We take seriously our commitment to protecting your privacy and the information you provide us as part of the ordering process. Below are the specifics on how we maintain that commitment. If, after reading this information, you still have questions, please contact our customer service department.

When you make purchases with CrossTech we collect your name, address and payment information to process your order. If payment is made via credit card, the credit card information is stored only to the extent necessary to process the transaction. Once a transaction has been completed, the sensitive credit card data is removed from our system.

When you create an account on our website we collect your user name, password, e-mail address, address, phone number(s) and mother's maiden name to protect your account. We use your mother's maiden name and your email address to identify you should you forget your password.

We may use your personal and account information to provide products or services you have requested, respond to a communication from you, contact you, and as otherwise described in this policy. We may occasionally send you promotional or product information. If you do not wish to receive promotional or product information, you may opt out of future communications by contacting our customer service department. We may also analyze and act upon your personal and account information as part of our standard business practices.

We restrict access to your personal and account information to those who need access to use it as set forth in this policy. Only authorized personnel are permitted to see your account password. We may disclose your personal and account information to respond to subpoenas, court orders, or other legal process, as required by law, or to establish or exercise our legal rights or defend against legal claims. Your personal and account information may also be disclosed in connection with a sale of some or all of our business or a merger with another company.

To protect your account information we use 128-bit encryption technology and Secure Socket Layers ("SSL") in all areas where your personal and account information is required. Our website is certified by Comodo, which verifies that our website is authentic and that we use SSL security. To view our Comodo SSL certificate, click on the image of the closed lock or the solid key at the bottom of your browser window. Our website security information will appear. In addition, your personal and account information and transaction history are kept behind our firewall.

To correct or update any of your personal information, please contact customer service at 312-382-0111.



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LIMITATION OF LIABILITY

CrossTech's total liability for direct damages for purchases made with CrossTech shall be limited to the amount that was actually paid for the items. CrossTech disclaims all liability for lost profits, indirect, consequential, incidental, economic, special or punitive damages. The limitations in this section apply to all items and claims for breach of contract, breach of warrant or condition, strict liability or negligence or other tort. The limitations also apply even if you are not fully compensated for any losses, or CrossTech knew or should have known about the possibility of damages. Customer also releases CrossTech from all liability in excess of the limits in this provision. This release includes any claim for indemnification or contribution even if such claims arise under local law.

CrossTech reserves the right to change the information contained in these policies at any time, for any reason.

Last Update: April 12, 2010