

247 Graphx Studios Inc. is committed to protecting the privacy of our customers. We believe it is important that everyone who accesses a 247 Graphx Studios Inc. website understands what kind of information is or may be collected through the website, how that information is or may be collected and used, and the measures that 247 Graphx Studios Inc. takes to protect the integrity of any personally identifiable information that you may provide to us.

This Privacy Statement applies to data collected by 247 Graphx Studios Inc. through its websites (and the services available via these websites) that link through to this Privacy Statement. It does not apply to 247 Graphx Studios Inc. websites, services and/or products that do not display or link to this statement, or that have their own privacy statements.

## What Kind of Data and Information Does 247 Graphx Studios Inc. Collect?

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Certain information that identifies the type of web browser and language, access times, the domain name and specific pages visited will be automatically captured whenever a visitor accesses a 247 Graphx Studios Inc. website. 247 Graphx Studios Inc. does not collect any other data or personally identifiable information unless the user provides it to us.

247 Graphx Studios Inc. websites are primarily for business-to-business purposes and transactions. A user is required to register in order to utilize the full functionality of the website. Registration requires that you provide 4over with certain information that is potentially of a personal nature. For example, 247 Graphx Studios Inc. will ask you for your e-mail address, name, company name, address and telephone number. You will also be asked to create a password that, along with your e-mail address, will enable you logon and use the 247 Graphx Studios Inc. website in the future.

If you place an order, make a purchase, or sign up for a paid membership or subscription service, 247 Graphx Studios Inc. will also ask for additional information, such as a credit card number and billing address, and/or bank account information. This information is used to create a customer billing account. 247 Graphx Studios Inc. may also assign you a unique identification number that is matched against the information you provide to 247 Graphx Studios Inc.. Your personally identifiable information will also be matched against any material you upload to 247 Graphx Studios Inc. for print fulfillment.

Once you have registered with 247 Graphx Studios Inc., each time you visit our website we may collect information about your visit. This may include the pages you view, the links you click on, and other actions you take as you view and/or use 247 Graphx Studios Inc. sites and services. Should you place an order, request a quote, or utilize one of our interactive graphic design tools, all details of any such transaction will be captured.

If you place an order and upload a data file to 247 Graphx Studios Inc. for print fulfillment, there may be personally identifiable information contained in this data file (e.g. a name, address, telephone number and e-mail address on a business card file). This information may be yours or that of someone else. If it belongs to someone else, we will assume that this person has authorized you to forward this data to 247 Graphx Studios Inc.. If you are not authorized to send such data to 247 Graphx Studios Inc., you should not upload the file.

## What Use Does 247 Graphx Studios Inc. Make Of The Information It Collects?

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247 Graphx Studios Inc. uses the information it collects through its websites to operate and improve these websites, deliver the services or carry out the transactions you have requested, administer your account and generally operate our business.

We may use the information we collect in conjunction with analytic tools to help us determine the level of services and products we offer, improve the ease of use of our sites or services (such as by remembering information you have already entered), enhance our customer service, and to display content that can be tailored to specific customer interests, preferences and/or market segments.

The personal information collected on 247 Graphx Studios Inc. websites may also be used to directly communicate with you. Your e-mail, mailing and/or billing address may be used for welcome letters, order confirmation, upload confirmation, job status updates, billing information and reminders, and technical service issues. 247 Graphx Studios Inc. may also occasionally send you product or customer service surveys, or promotional correspondence to inform you of other products or services available from 247 Graphx Studios Inc.

Information contained in data files uploaded to 247 Graphx Studios Inc. for print fulfillment is received and stored by 247 Graphx Studios Inc., but we do not use this information for any purpose other than fulfilling the requested print job.

## 247 Graphx Studios Inc. Does Not Share Your Personal Information.

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Except for the limited 247 Graphx Studios Inc. -related purposes described in this Statement, your personally identifiable information is not disclosed outside of 247 Graphx Studios Inc.. We do not sell, rent or lease your name, billing or mailing address, e-mail address, phone number or other personally identifiable information to others.

Some personally identifiable information that you provide to 247 Graphx Studios Inc. must necessarily be disclosed outside of 247 Graphx Studios Inc. in order for us to provide our services to you. For example, to ship an order we must disclose the shipping information required by the carrier. 247 Graphx Studios Inc. may also retain third parties to provide limited services on our behalf, such as hosting websites, Offset printing, programming development, transaction processing, or performing statistical analysis of our service offerings. Under certain circumstances, these third party companies may need or be given access to personally identifiable information in order to deliver their services to 4over. They are required to maintain the confidentiality of the information and are prohibited from using it for any other purpose.

We may access and/or disclose your personal information if we believe such action is necessary to: (a) comply with the law or any legal process served on 247 Graphx Studios Inc.; (b) respond to authorized requests of governmental or law enforcement agencies; (c) protect and defend the rights or property of 247 Graphx Studios Inc. (including the enforcement of our agreements); and/or (d) act in urgent circumstances to protect the personal safety of users of 4over services or members of the public.

Circumstances may arise when, for business purposes, 247 Graphx Studios Inc. may decide to sell, merge, acquire or otherwise reorganize its business. Any such transaction may involve the disclosure and/or receipt of personally identifiable information to or from a prospective buyer, seller, merger partner, etc. For these types of transactions, 247 Graphx Studios Inc. will seek appropriate protection for any personally identifiable information subject to disclosure.

## The Security of Your Personal Information.

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247 Graphx Studios Inc. uses a variety of security technologies and procedures to help protect your personal information from unauthorized access, use, or disclosure. For example, we store the personal information you provide on computer systems with limited access, which are located in controlled facilities. Sensitive information, such as a credit card number, is protected through the use of encryption technology such as the Secure Socket Layer (SSL) protocol, and is maintained in an encrypted database. Please note that we do not regard any of the information provided to us in data files uploaded to us for print fulfillment as sensitive information requiring encryption.

When you register with 247 Graphx Studios Inc. the password you choose is only as effective as you make it. It is your responsibility to choose an appropriate password and to keep it confidential. You should not share this information with anyone, and you should always log out of a 247 Graphx Studios Inc. website or service before leaving your computer to protect against others being able to access your information. If you believe your password has been compromised in any way you should immediately change it by logging on and following the instructions or by calling 247 Graphx Studios Inc. Customer Service for assistance.

## Accessing Your Personal Information.

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You may have the ability to view online the personal information that you provide to 247 Graphx Studios Inc.. To prevent your personal information from being viewed by others, you will be required to sign in with your e-mail address and password to gain access to your account information.

If you have any trouble accessing your account you may call 247 Graphx Studios Inc. Customer Service for assistance. You may be asked to provide proof of your identity before our Customer Service representatives will provide any information related to your account.

## Children's Privacy.

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247 Graphx Studios Inc. websites are primarily for business-to-business purposes and transactions and we do not intend to or knowingly collect information on, or target our services or websites to children under the age of 13. We encourage parents and guardians to be active in monitoring their children's online activities.

## Use of Cookies.

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247 Graphx Studios Inc. websites use "cookies" to enable you to sign in to our services, help personalize your online experience and to record your online transactions. A cookie is a small text file that will be created at 247 Graphx Studios Inc. request by the browser you are using and then stored on your computer's hard drive. By using cookies, 247 Graphx Studios Inc. is able to store your preferences and other information on your computer. This saves you time by eliminating the need to enter the same information each time you visit our website or browse pages within a website, and allows 247 Graphx Studios Inc. to personalize the website content on your later visits to these sites.

Automatic acceptance of cookies is typical for most browsers. You usually have the ability to selectively accept or decline cookies by modifying your browser settings. If you choose to decline cookies from 247 Graphx Studios Inc., however, you may not be able to sign in or use the other interactive features of our sites and services that are dependent upon cookies. For example, you will not be able to place orders online, as our shopping cart functionality requires the use of cookies.

## Changes to This Privacy Statement.

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From time to time, 247 Graphx Studios Inc. may update and revise this Privacy Statement to reflect changes in our policies, services and/or in response to our customers' feedback. When we do make changes to this Privacy Statement, we will revise the "last updated" date at the top of this Statement. Because we reserve the right to modify this Privacy Statement at any time, please make sure that you review it frequently.

## Reprint, Return and Cancelation Policies

We reserve the right to update and revise this Returns/Refund/Reprint Policy without prior notice to reflect changes in our policies, services and/or in response to our customers' feedback. When we do make changes to this Policy we will revise the "last updated" date at the top of this Policy. Please make sure that you review it frequently as any time you place an order with 247 Graphx Studios Inc. the current Returns/Refund/Reprint Policy will apply.

We guarantee that our printed products will not be defective in accordance with industry standards. You may contact our Customer Service Department and a 247 Graphx Studios Inc. representative will be pleased to help address any general issues you may have with your print job.

If you believe your print job is defective or has not otherwise met your requirements please contact 247 Graphx Studios Inc., IN WRITING via [info@247gsi.com](mailto:info@247gsi.com), within three (3) business days of receiving your order. If you do not contact us within this time frame we will assume that your job was satisfactory upon receipt and will be under no obligation to provide a refund or reprint. Once you have contacted us, we will then have seven (7) business days to determine if a reprint or refund is appropriate, or to advise you that more information is needed to process your inquiry. If we request additional information to verify an inquiry and it is not provided within a reasonable time, we will be under no obligation to provide a refund or reprint. If we determined that a product is in fact defective or has not otherwise met our obligations, one of the following two resolutions will be offered:

1. We will reprint the print job with rush production.
2. We will refund the original order price.

We reserve the right to request samples of any allegedly defective merchandise prior to either of the above resolutions being agreed to.

A Customer Service representative will generally contact you within 24-48 hours of us making the determination that a reprint or refund is appropriate in order to confirm the approved solution. If you do not make contact with our representative within five (6) business days of their first attempt to contact you with the approved solution we will assume that the issue has been otherwise resolved and no reprint or refund will be given. Once the approved solution is agreed then, unless we agree otherwise, you must return the entire original print order to us, at the address provided by our Customer Service representative, within 15 calendar days after the date the solution is approved. If you do not return it within this time frame you agree that the original order will be charged against your credit card on file with 247 Graphx Studios Inc..

A refund or reprint will only be possible after an approved solution has been authorized and, unless we agree otherwise, provided that the entire original print order has been returned to and received by us.

When applicable, a refund will be issued within 30 business days of our receipt of the original product order.

A reprint will begin rush production within one (1) business day of our confirmed receipt of the product or such earlier time as we may agree to.

The forgoing is 247 Graphx Studios Inc. sole responsibility with respect to a defective order. To the maximum extent permitted by law, 247 Graphx Studios Inc. is not responsible for any indirect, incidental, special, consequential or exemplary damages, including, but not limited to, damages for loss of profits, goodwill, use, data or other intangible losses (even if 247 Graphx Studios Inc. has been advised of the possibility of such damages), resulting from the order.

The following are some guidelines and examples of issues that do not constitute grounds for a refund, or a return or reprint of a product:

- An order that is refused at time of delivery or undeliverable orders. (We will reship the product at the customer's expense if requested).
- The product is lost, delayed or returned to 4over due to an error made by the customer in submitting the proper shipping address. (For product that is later found or that is returned to us we will reship the package with a corrected address and charge an additional shipping fee for the shipment).
- Product that is delayed in production and/or shipping as a result of the customer providing inaccurate information.
- Product that incurs a higher shipping charge as a result of the customer providing inaccurate information.
- Product that is delayed in production and/or shipping as a result of shipping company delays, acts of God, weather conditions, environmental or dangerous goods incidents, perils of the air, public enemies, public authorities acting with actual or apparent authority, acts or omissions of customs officials, authority of law, quarantine, riots, strikes, work stoppages or slowdowns, or other labor disputes or disturbances, civil commotions or hazards incident to a state of war, local or national disruptions in ground or air transportation networks or systems due to events beyond our control, disruption or failure of communication and information systems, disruption or failure of utilities, international customs issues, and any other circumstances that are beyond our direct control.
- Product that has experienced a color shift during the conversion to CMYK format, for example as a result of having been submitted by the customer in RGB or PMS Pantone colors.
- Errors that are contained in the uploaded customer file, e.g., misspelling, graphics, bleeds, grammar, damaged fonts, punctuation, wrong cuts, incorrect or missing folds, die lines, crop marks, transparency, overprint, and finished product size. 247 Graphx Studios Inc. does not any changes on customer files.
- Product that experiences print or images that are fuzzy, pixilated or otherwise distorted as a result of the customer providing artwork that is not at a minimum of 300 DPI at 1:1 ratio (or 100%) and/or in CMYK mode.
- Products that do not exactly match color or ink density. 247 Graphx Studios Inc. does not color match or match customer specified ink density.

- An inability to print or write on the product, unless the product description states otherwise. A typical UV coated product cannot be printed or written upon. Matte finished products may or may not accept printing or writing. We recommend that you order a sample from us and test it using the printer you will use before placing a final order. 247 Graphx Studios Inc. is not responsible for an inability to print or write on a Product, unless the product specifically states that it is suitable for this purpose.
- Orders that are duplicated as a result of customer error.
- Orders that are canceled after the order has entered into production (or any process thereafter).
- Orders that contain dated materials that arrive after the relevant date or with insufficient time to use the material as intended. It is a customer's responsibility to allow sufficient time when placing an order for time sensitive materials.
- A customer's violation of any of the terms and conditions governing the use of 247 Graphx Studios Inc. website and/or ordering of product.
- Viruses, worms, trojan horses and other forms of harmful or malicious code that are not detected or removed using 247 Graphx Studios Inc. standard virus/malicious code detection procedures.
- Loss, corruption of, or damage to your personal information, Customer Content, order history or related information that is stored by 247 Graphx Studios Inc.
- Our failure to notify you of any delay, loss or damage in connection with your printed products or shipment or any inaccuracy in such notice.
- The release of an order by the shipper without obtaining a signature.

Please note that 247 Graphx Studios Inc. provision of advice, assistance or guidance either on this Website or via our Customer Service representatives does not constitute an acceptance of responsibility or liability for any problems that may arise in connection with any print order or services provided.

## Order Cancellation

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A print order can be canceled at any time prior to it entering into production. If you cancel an order prior to it entering into production a 247 Graphx Studios Inc. Customer Service representative will inform you of any cancellation charges incurred. (Please allow at least 30 business days for any refunded monies to be credited to your account). A print order cannot be canceled and no refund will be given once it has entered into production or any process thereafter. No refunds are issued for Logo and Graphic design services. All cancellations must be completed through this website by accessing your Pending Orders. If you do not see a button for cancellation, the job has gone into production and cannot be canceled.

## Shipping Policies

We reserve the right to update and revise these Shipping Policy and Guidelines without prior notice to reflect changes in our policies, services and/or in response to our customers' feedback. When we do make changes to this Policy we will revise the "last updated" date at the top of this Policy. Please make sure that you review it frequently as anytime you place an order with 4over the current Shipping Policy and Guidelines will apply.

247 Graphx Studios Inc. ships all packages via UPS. Our standard shipping level is UPS Ground, but you may elect to use an alternative method of UPS shipping during the ordering process. Our shipping charges are based on the rates charged by UPS as they may vary from time to time. All orders are shipped FOB shipping point, which means ownership and risk of loss transfers to you once we deliver the print products to our shipping carrier.

Unfortunately we cannot use a customer's personal account with UPS or any other carrier.

The estimated delivery time for any given shipment will vary according to the method of shipping you choose and/or by your location. Please note that although we make an effort to meet the estimated delivery times because we use a third party shipping service we are not able to guaranty a specific delivery date or time. If you have time sensitive materials, please make sure you allow sufficient time to receive your order.

We have company owned production sites located across the U.S. and your job will generally be allocated to provide the most efficient shipping based on your chosen delivery location. Certain product offerings, however, require production at a specific production site and the shipping time and charges will be calculated based on that location.

For UPS Ground shipments being made to a delivery point within the United States, you can use our Shipping Maps to estimate your package arrival from the time of shipment. Select the Shipping Map that corresponds to the production site you are provided with at the time of your order. Please Note: These Shipping Maps only provide you with an estimate of the delivery date; we do not guarantee delivery on the date indicated. Also, when estimating your package arrival, the timeframe denoted on the Shipping Maps does NOT include the day of pickup by the carrier or the order turnaround time.

If you select a shipping service level other than UPS Ground the delivery date will correspond to the service level chosen. Again the delivery date does not include the day of pickup. If you select 3 Day Select, 2nd Air Day, Next Day Air, or some other UPS special delivery level (or their equivalent) this means that UPS is guaranteeing its shipping service within the time period selected. Note that only these special accelerated shipping services are guaranteed by UPS within the UPS time frames given. UPS Ground is NOT guaranteed to deliver within the estimated arrival time.

Your estimated shipping time is in addition to the order turnaround time you selected during the order process. Add the turnaround time and estimated shipping time together to estimate the actual delivery date.

If you have dated or time sensitive material please plan accordingly; leave plenty of time to receive your order. We strongly suggest that in such circumstances you do not rely on UPS Ground delivery.

247 Graphx Studios Inc. will not ship to a destination outside of the United States.

We reserve the right to change the site initially allocated to the production of your order. (For example, equipment failure, natural disaster or order volumes may impact our production capacity requirements necessitating a change in site). This may impact your estimated shipping time, etc., and should it happen our Customer Service will contact you via email and work with you to mitigate the impact of the change.

Our shipping process cannot accommodate the aggregation of multiple print orders for shipping purposes. Generally, each discrete product ordered will be shipped separately, will require a separate shipping charge, will have its own estimated shipping time, and may arrive on a different date to other products you have ordered. If you are ordering multiple products it is possible that these may also require different production sites and the estimated shipping time may vary for each separate product. If you are ordering a specially priced package of products, there will be only one shipping charge incurred, however, the individual products may be shipped separately and arrive at different times. If the receipt of multiple products is time sensitive please plan accordingly as we cannot guaranty that multiple product orders will be received on the same delivery date.

We cannot split a single order for shipment to two different addresses. If you need the same product to go to more than one destination you must make a separate order for the quantity needed for each destination. Note that depending on the location of each destination, each order may be processed at a different production site and may have different estimated delivery times; please plan accordingly.

Orders that exceed size or weight limitations for the selected delivery level may be divided into multiple boxes. Your order conformation and/or product tracking information will reflect the number boxes you can expect for your order. If your order is divided into multiple boxes, each box will incur a separate shipping charge and we cannot guaranty the all of the boxes will be received on the same day.

Because UPS does not ship to a Post Office box, it is your responsibility to verify that an actual street address has been entered, and that it is the correct and accurate address (including zip code) for your delivery. We strongly recommend that you include a telephone contact number in your shipping information. We are not responsible for any delays, losses or increased delivery charges caused by mistaken or incorrect delivery addresses.

Please verify that your payment information has been correctly entered. Shipments may be delayed because of improper credit card information and we are not responsible for any delay or loss associated with this.

If you are paying by check, then unless we agree otherwise in writing, your order will not begin the production process or ship until the check has been received and cleared into our account. Please plan accordingly.

Holidays may affect and delay your shipping times. Please take holidays into account when estimating your package delivery time.

If a package is not delivered due to a customer refusal (which would include a failure to pick up the product from UPS, if applicable) or an error made by the customer, e.g., not submitting the proper shipping address, we may cause the package to be reshipped (with the corrected address if applicable) and you will be charged an additional shipping fee for this reshipment. You may also incur additional fees as a result of the inability of UPS to deliver the order, as well as return fees. Even if you decline to have a product reshipped, you will continue to be responsible for the product cost, original shipping and any additional fees incurred as a result of the product being returned, and you consent to these fees being charged against the credit card used for the transaction.

If, after placing an order, you wish to change the shipping address you may do so up until the time the order is out for delivery. Each time that you request that we intercept and transport an order to a new shipping address (i.e., other than the one currently chosen) you will incur an administrative fee of at least ten dollars (\$10.00) as well as any increases in the shipping fees and other charges UPS may impose. You consent to these fees and charges being charged against the credit card used for the transaction.

We will make every effort to adhere to the estimated shipping schedule and delivery date for your order. However, equipment failures, technical problems, shipping delays and other problems beyond our control may delay the printing and delivery process. Under such circumstances rush charges and other production fees will be waived or refunded as applicable, however, such delays are not grounds for cancellation of an order. By placing an order with 4over you are agreeing that we are not responsible or liable for, and no refund, cancellation or credit will be due as a result of shipping company delays, acts of God, weather conditions, environmental or dangerous goods incidents, perils of the air, public enemies, public authorities acting with actual or apparent authority, acts or omissions of customs officials, authority of law, quarantine, riots, strikes, work stoppages or slowdowns, or other labor disputes or disturbances, civil commotions or hazards incident to a state of war, local or national disruptions in ground or air transportation networks or systems due to events beyond our control, disruption or failure of communication and information systems, disruption or failure of utilities, international customs issues, any other circumstances that are beyond our direct control.

Please take note that if you choose a residential address as your delivery address UPS will typically not require a signature at the time of delivery and the package may be left at the address.

247 Graphx Studios Inc.

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