



General, Return and Privacy Policies

INUUVIO / Innovative Card Scanning, Inc.
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COPYRIGHT/TRADEMARK INFORMATION

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ORDER ACCEPTANCE POLICY

Your receipt of an electronic or other form of order confirmation does not signify our acceptance of your order, nor does it constitute confirmation of our offer to sell. INUVIO reserves the right at any time after receipt of your order to accept or decline your order for any reason. INUVIO reserves the right at any time after receipt of your order, without prior notice to you, to supply less than the quantity you ordered of any item. All orders placed over \$2000.00 (USD) must obtain pre-approval with an acceptable method of payment, as established by our credit and fraud avoidance department. We may require additional verifications or information before accepting any order.

TYPOGRAPHICAL ERRORS

In the event a product is listed at an incorrect price or with incorrect information due to typographical error or error in pricing or product information received from our suppliers, INUVIO shall have the right to refuse or cancel any orders placed for product listed at the incorrect price. INUVIO shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for the purchase and your order is canceled, INUVIO shall immediately issue a credit to your credit card account in the amount of the charge.

RETURN POLICY AND 30-DAY LIMITED GUARANTEE

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INUVIO's 30-day limited guarantee provides for either exchange or refund of qualifying merchandise. To determine if the product you wish to purchase qualifies for INUVIO's 30-day limited guarantee or if other coverage applies please review the coverage terms in the item listing on our website.

Activated software does not qualify for INUVIO's 30-day limited guarantee and cannot be returned.

All returns require an RMA (Return Material Authorization) number to be issued prior to being returned. Returned products must be in new condition, include original outer packaging, all disks, registration cards, inner packing materials and other accessories and be received within 30 days of the date shipped. We reserve the right to refuse for return or charge a restocking fee for damaged, incomplete or otherwise non-conforming returns. Returns will not be accepted without an RMA number issued by INUVIO.

Review our complete Return Policy and Procedure below.

PRICE MATCHING

Shop with confidence, our price matching includes point of sale price matching as well as 30-day price protection on everything we sell.

INUVIO's point of sale price match policy: At point of sale we will match any competitor's price on identical offers or items. The item must be in-stock, available for immediate shipment and be in the same condition as the advertised item. Price matched items are limited to one per household or business. However, we do not offer price matches on any item that is advertised below INUVIO's actual cost. Price Matching is at INUVIO's discretion.

INUVIO's 30-day price protection policy: In the event our regular advertised price on an item falls within 30 days of your purchase date simply email us within 30 days of your original purchase date and we will issue you a credit in the amount of the price drop good toward the purchase of anything else we sell. This price protection policy only applies to regularly advertised products and doesn't apply to limited time sales or other promotions or offers and may not be used in conjunction with other discounts. Price Matching is at INUVIO's discretion.

WARRANTY LIMITATIONS

There are no other express warranties or conditions respecting the equipment. Implied warranties, if any, are limited to the duration of the express warranty provided herein. Some states do not allow limitations on how long an implied warranty lasts so that the foregoing limitation may not apply to you.

LIMITATION OF LIABILITY

In no event shall INUVIO or any of its affiliates be liable for any indirect, special, incidental or consequential damages including but not limited to loss of use, loss of data, loss of business or profits.

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Some localities do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

ORDER PROCESSING TIME

Orders received Monday through Friday by 1 p.m. CST (Central Standard Time) will be normally processed that same day, as long as the item(s) on your order are in-stock. Otherwise, the order will be shipped on the next business day. Out-of-stock or backordered items will be processed when possible.

TRANSIT TIME

Ground: 3 - 8 business days

Second Day: 2 business days

Next Day Air: 1 business day

Note: Saturday & Sunday deliveries are not available.

TOTAL TIME FOR DELIVERY

Total time is based on the amount of time it takes to get payment authorization, order processing, and the transit time from the carrier. This can range from 24 hours to 10 business days for in-stock items.

SHIPPING AND HANDLING RATES

Our customer-friendly shipping schedule is calculated on the ACTUAL WEIGHT of your shipment and the TYPE OF SHIPPING SERVICE that you specify (ground, air or overnight). Shipping and handling charges will be applied to all orders placed with us. If your order must be shipped in multiple boxes or in separate shipments in the event an item is not in stock and must ship at a later date, shipping and handling charges for the entire order will be assessed at the point when the first item is shipped. We charge only ONCE for shipping and handling, for the entire order. Should you have any questions or concerns regarding these charges, feel free to email us at info@scansharp.com.

HANDLING CHARGES FOR REDELIVERY

If customers put the wrong delivery addresses on the sales orders, we have to request UPS or FEDEX to redeliver. As UPS and FEDEX charge fees for redelivery, we will apply a \$15 handling fee to your credit card or invoice account for each redelivery as required.

RISK OF LOSS

If the customer provides INUVIO with customer's carrier account number or selects a carrier other than a carrier that regularly ships for INUVIO, title to products and risk of loss or damage during shipment passes from INUVIO to customer upon shipment from INUVIO's facility. For all other shipments, title to products and risk of loss or damage during shipment passes from INUVIO to customer upon customer's receipt. Notwithstanding the foregoing, title to software will remain with the applicable licensor(s) and

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customer's rights therein are contained in the license agreement between such licensor(s) and customer. INUVIO retains a security interest in the products until payment in full is received. Customer will be responsible for all shipping and related charges.

RETURN POLICY AND PROCEDURE

Unless otherwise specified in the item listing on our website, on the receipt or packing slip, or in the following terms, INUVIO will accept qualified and conforming products for exchange or refund within 30 days of the original purchase date. Qualified and conforming products for exchange or refund will incur a minimum 10% restocking fee.

GENERAL CRITERIA

To qualify for return all products require an RMA number prior to being returned, must be 100% complete, in the same condition as when sold, and in the original packaging as provided. All packing materials, manuals, diskettes, CDs, digital media, blank warranty cards and other accessories and documentation must be included. Kits and other items assembled after purchase must be unassembled and returned in the original packaging. All returns will be inspected and products found to be non-conforming will be rejected or subject to a restocking fee at INUVIO's sole discretion.

SOFTWARE

Activated software does not qualify for INUVIO's 30-day limited guarantee and cannot be returned.

NON-QUALIFIED RETURNS AND RESTOCKING CHARGES

Non-qualified and non-conforming returns are not included in INUVIO return policy and, if returned, will be rejected or subject to a restocking fee of up to 25% at INUVIO's sole discretion.

RETURN PROCEDURE

All returned products will be thoroughly inspected and a determination will be made if eligibility and conforming requirements are met. Please verify the product you are returning meets the below guidelines and qualifies for return to avoid any delay in, or denial of, processing your return. If a non-conforming product is accepted for return INUVIO reserves the right to charge a restocking fee up to 25% at INUVIO's sole discretion. Return processing may take up to 5 business days from receipt.

INSPECTION CRITERIA

- Products must be in the original manufacturers packaging, and shipped securely
- Products must be complete with any standard certification labels (UL listing, capacity, brand name, UPC code) originally placed and not tampered with.



- Product serial number, or any similar identification numbers, must match the serial number on the package or invoice (INUVIO maintains serial number tracking).
- Products must be free from damage of any type, including, but not limited to dents, scratches, cracks, abuse, defacement or indication of removed screws/fasteners or seals.
- Products so labeled with a security seal, must have the seal intact and not tampered with.

RMA (RETURN MATERIAL AUTHORIZATION) NUMBER

Returns will not be accepted without a valid RMA (Return Material Authorization) number. Unless otherwise specified in the item listing on our website or in our Return policy, you may request an RMA within 30 days of the original purchase date. RMA numbers expire after 30 days, but we encourage you to return the product as soon as possible. Any return we receive without a valid RMA number will be documented and rejected or subject to a restocking charge at INUVIO's sole discretion. Call INUVIO Technical Support at 972-535-4200 x 2 for an RMA number

RETURN SHIPPING

For your protection, we recommend that you insure your return and use a traceable carrier that can provide you with delivery confirmation. INUVIO is not responsible for items returned that are lost or damaged in transit. Postage and handling charges, both to and from our warehouse will be paid by the customer, and are non-refundable. At our discretion, INUVIO may reimburse shipping charges related to the return or exchange of defective products inside the U.S. only.

IMPORTANT NOTE:

In the event that the product you are returning does NOT meet the requirements described in this document, we will photograph the merchandise and packaging, and prepare a detailed summary of our determination as to why the return was denied, the product(s) will be deemed not eligible for return and will be returned to you. If INUVIO, at our sole discretion, decides to accept a non-qualified item for return, a restocking fee of up to 25% will be assessed.

PRIVACY NOTICE (Updated 10/1/11)

By visiting the INUVIO website or any other websites operated by Innovative Card Scanning or its affiliates (collectively, the "Site"), you agree to accept the practices described in this Privacy Notice. If you do not agree to the terms of this Privacy Notice, please do not use the Site. Each time you use the Site, you should check the date of this Privacy Notice (which appears above) and review any changes that have been made since your last visit to the Site.



Throughout INUVIO's years of operation, we have developed relationships with our customers based on respect and integrity. We're aware of the trust and confidence you demonstrate when you visit the Site and provide us with information. This Privacy Notice is posted to demonstrate our leadership in online security and customer service practices. We treat your information with the same honesty and sensitivity that we have displayed throughout our company's history.

1. Personal Information Collected By INUVIO

INUVIO uses information that we collect from our visitors and customers to personalize and improve your visit and shopping experience at the Site. We gather the following types of information:

Information You Give to Us: We Collect Personal Information that is provided by Site users. "Personal Information" includes your name, address, telephone number, and credit or debit card information

Orders: If you place an order through the Site, you will be required to provide contact, billing, and payment information.

2. Use of Information Collected By Us

We use this information in an effort to improve your experience on the Site, to provide services to you and to communicate with you about information that you request. We may also use this information to help us target specific offers to you, to help us develop and improve our Site, and to tailor our Site to your interests.

3. Sharing of Information with Third Parties

We will NOT rent, sell or otherwise disclose your Personal Information to unrelated third parties without your consent, except as stated in this Privacy Notice.

Credit Card Companies: If you place an order through the Site, the Personal Information you provide is transmitted to your credit card company to verify and authorize your purchase. At certain times we may offer financing options with or without third party participation. If you use a financing option, information provided by you (such as your address, birth date, social security number, and credit card number) may be used to request a credit report from third parties or may be sent to a third party for processing.

Shippers: If you make a purchase through the Site, your name, telephone number and shipping information must be provided to third party shippers such as UPS, FEDEX and the United States Postal Service to deliver your purchase. There also may be instances in which we drop-ship orders directly to you from one of our manufacturers or suppliers. These drop-shippers are only given your name, postal address, and telephone number for the sole purpose of fulfilling your order.

Law Enforcement and Protection of Users: To the extent permitted by law, we will disclose Personal Information to government authorities or third parties pursuant to a legal request, subpoena or other

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legal process. We may also use or disclose your information as permitted by law to perform charge verifications, report or collect debts owed, fight fraud or protect our rights or property as well as those of our affiliates, customers, or its users. You should be aware that, following disclosure to any third party, your Personal Information may be accessible by others to the extent permitted or required by applicable law.

4. Security

We employ 128-bit encryption technology in all areas of the Site which require you to provide your personal or account information, including those areas related to online ordering, order status, catalog request and contest forms. The Site utilizes industry-standard firewalls and Secure Sockets Layer (SSL) technology to allow for the encryption of potentially sensitive Personal Information, such as your name, address and credit card number.

You should recognize, however, that no computer system is fully secure and that there are inherent risks associated with Internet transactions. To make sure you have the latest security features on your browser, you may want to download the most recent version of your favorite browser, which should have full SSL support.

5. Contact Information

If you have any questions or concerns about this Privacy Notice, please e-mail us at info@inuvio.com.

6. Business Transfer

INUVIO is a privately-owned company. However, in the event that INUVIO is sold, has its assets acquired or transferred, whether voluntarily or involuntarily, or merges or becomes affiliated with any other division, individual or entity, any customer information owned or under the control of INUVIO may be one of the transferred assets. We reserve the right, as part of such transaction, to transfer or assign the Personal Information and aggregate information we have collected from users of the Site.

7. Limitations on Liability

IN NO EVENT WILL INUVIO, OR ITS AFFILIATES, LICENSEES OR ANY PARTY INVOLVED IN CREATING, PRODUCING OR DELIVERING THE SITE OR ITS PRODUCTS OR SERVICES BE LIABLE IN ANY MANNER WHATSOEVER FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL OR PUNITIVE DAMAGES ARISING OUT OF YOUR ACCESS, USE OR INABILITY TO USE THE SITE, OR IN CONNECTION WITH ANY FAILURE OR PERFORMANCE, ERROR, OMISSION, INTERRUPTION, DEFECT, DELAY IN OPERATION OR TRANSMISSION, COMPUTER VIRUS OR LINE OR SYSTEM FAILURE (INCLUDING LOSS OF PROFITS, LOSS OF BUSINESS OR DATA, BUSINESS INTERRUPTION, AND DAMAGES THAT RESULT FROM INACCURACY OF THE INFORMATION OR INCONVENIENCE, DELAY, OR LOSS OF THE USE OF THE SITE). THE FOREGOING LIMITATIONS APPLY WHETHER THE ALLEGED LIABILITY IS BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR ANY OTHER BASIS, EVEN IF INNOVATIVE CARD SCANNING, INC. OR ITS AFFILIATES OR ANY OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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