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### **Your Account Information**

You agree to provide current, complete, and accurate information required to complete your Account Order ("Account Information"). You further agree to maintain and update your Account Information as required to keep it current, complete, and accurate; should you need to change your Account Information at any time, please contact Hero to Hero, Inc., PMB # 401, 130 W. Main St., Suite 144, Collegeville, PA 19426, 610-506-8006, [www.HeroToHero.com](http://www.HeroToHero.com), [jim@HeroToHero.com](mailto:jim@HeroToHero.com).

You shall not use a false or misleading name or a name that you are not authorized to use. If any information you provide, including contact and credit card information, is false, incomplete, or inaccurate, we may terminate your rights to any or all of the Web Site and/or to your account. If the information you provide is fraudulent, you may also be subject to criminal and/or civil liability. By ordering via this Web Site, you agree that we may store and use the Account Information that you provide, including your credit card information.

It is your sole responsibility to maintain the confidentiality of your account, any password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account and/or password.

### **Your Privacy**

Any information submitted to Hero to Hero, Inc. is subject to our Privacy Policy the terms of which are incorporated herein. Please review our Privacy Policy to understand our practices.

What information do we collect?

We collect information from you when you register on our site, place an order or fill out a form.

When ordering or registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone number or credit card information. You may, however, visit our site anonymously.

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

; To personalize your experience  
(your information helps us to better respond to your individual needs)

; To improve our website  
(we continually strive to improve our website offerings based on the information and feedback we receive from you)

; To improve customer service  
(your information helps us to more effectively respond to your customer service requests and support needs)

; To process transactions

Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.

; To administer a contest, promotion, survey or other site feature

; To send periodic emails

The email address you provide for order processing, will only be used to send you information and updates pertaining to your order.

Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information.

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.

After a transaction, your private information (credit cards, social security numbers, financials, etc.) will not be stored on our servers.

Do we use cookies?

Yes (Cookies are small files that a site or its service provider transfers to your computers hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly. However, you can still place orders over the telephone.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Third party links

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

California Online Privacy Protection Act Compliance

Because we value your privacy we have taken the necessary precautions to be in compliance with the California Online Privacy Protection Act. We therefore will not distribute your personal information to outside parties without your consent.

Childrens Online Privacy Protection Act Compliance

We are in compliance with the requirements of COPPA (Childrens Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

#### Online Privacy Policy Only

This online privacy policy applies only to information collected through our website and not to information collected offline.

#### Terms and Conditions

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website at [www.HeroToHero.com](http://www.HeroToHero.com).

#### Your Consent

By using our site, you consent to our online privacy policy.

#### Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page.

#### Contacting Us

If there are any questions regarding this privacy policy you may contact us using the information below.

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Collegeville, Pennsylvania 19426  
USA  
[jim@herotohero.com](mailto:jim@herotohero.com)  
610-506-8006

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### **We Can Send You Email**

By visiting the Web Site or sending us electronic correspondence ("email"), you consent to receiving email from Hero to Hero, Inc. You agree that all agreements, notices, disclosures, and other communications that we send you via email satisfy any legal requirement that such communications be in writing.

### **Transfer of Title**

You hereby agree that the shipping terms for all printed Product are FOB shipping point and ownership transfers to you upon shipment. This means that risk of loss and title for such items pass to you upon our delivery to the carrier. For any Product that is to be provided for delivery in an electronic format, you agree that delivery of such Product shall be deemed to have occurred either (a) at the time we transmit the Product via email or other electronic communication addressed to the intended recipient or (b) at the time we transmit a notification to the intended recipient the Product is available for downloading from the Web Site.

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### **Laws Applicable to this Agreement**

The laws of the State of Pennsylvania will govern these Terms and Conditions, without giving effect to any principles of conflicts of law.

### **If We Have a Dispute**

In our sole discretion, any dispute relating in any way to your visit to the Web Site may be submitted to confidential arbitration in Collegeville, Pennsylvania. Otherwise, you agree to submit to the nonexclusive personal jurisdiction of the courts located within Montgomery County, Pennsylvania, and waive any objection to the laying of venue of any litigation in said courts.

You shall not bring any legal action under this agreement more than two (2) years after the cause of action arose.

### **Miscellaneous Items**

The provisions of these Terms and Conditions are intended to be severable. If for any reason any provision of this agreement shall be held invalid or unenforceable in whole or in part in any applicable jurisdiction, the invalidity of such provision shall not affect the validity of the remaining provisions of this agreement, which shall remain in full force and effect.

No waiver of any term of this agreement shall be deemed a further or continuing waiver of such term or any other term.

Headings used in this agreement are for reference only and shall not affect the meaning of any terms.

These Terms and Conditions represent the entire understanding between you and Hero to Hero, Inc regarding your relationship with us and supersedes any prior statements or representations.

If you have any questions concerning these Terms and Conditions, please feel free to contact us at: [www.jim@herotohero.com](mailto:www.jim@herotohero.com).