

Legal; March 2010

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Greenberg e Smith Gruppi-Internazionali, LLC

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- j. Commitment to Privacy:
- j.1. Greenberg e Smith Gruppi-Internazionali, LLC, its divisions, owners and members, value your privacy. Protecting your privacy and confidentiality of your personal and business information will always be fundamental to the way we conduct our business. As a group of divisions and members we work diligently to provide you with the best customer service in the industry, along with the best product at the best possible price. Meeting those goals, to the best of our abilities, require us to be fair, open and respectful.
- j.2. Collecting your information:
- The collection and use of your information (personal or business) shall always be only aimed at providing you with the best possible service our members can give you. Your private information shall not be used outside the company and or distributed. We would have to receive separate consent from you, if in the future we wish to use your information for any other purpose; however, your information, such as but not limited to: order details, billing information, in/outbound phone recordings, can be shared within our organization, or with an organization that is vital to providing you with the services offered, or contracted by GSG-i to provide its customers or company a service or product (e.g. billing dispute, chargebacks, etc.).
- j.3. Financial Transactions:
- Your financial information shall be used as dictated by banking/law regulations to satisfy verification of buyer(s) as well for payment clearing and settlement. In times when you authorise us in writing or when we are required by law or by our terms of agreement, we may provide information we've stored to a third party.

j.4. Phone Calls:

We may monitor/record your telephone discussions with sales members for our mutual protection; to improve customer service; and to confirm agreed terms/order/discussions. If you do not wish for your calls to be monitor, you may utilise our mail-in, fax-in, online store order systems.

j.5. Releasing information:

We may provide your information to other individuals, organisations, or departments in situations where:

- We have your permission to do so.
- The other party is our suppliers or agents who assist us in serving you.
- We are required to do so by law or/and for the purposes of self-regulation.

j.6. Protecting the information you give us:

We will protect all information provided to us to the best of our abilities and with the best possible equipment available to GSG-i and its members.

j.7. Obtaining consent:

Although the way we collect the consent may vary by occasion, it may be collected by verbal confirmation, written documentation, or other electronic methods, including any electronic verification on our Website.

- Unless it is legally required for us to obtain a positive request, we will not make it a condition of providing you a service or product. In the case where your explicit consent is legally required, we will notify you immediately in order to proceed further with your request. It is considered as implied consent to accept our terms and conditions when you use or approach us for the products and services we provide over the phone, internet/website, or mailed/catalogue orders.

j.8. Providing your information:

We do not sell or rent our clients' list to any company or person. We would only give your information out when we have your permission to do so, required by law or regulators or during the transfer of business.

-Transfer of business:

GSG-i is a group of investors, divisions and members. As a course of business, we may buy or sell new division to facilitate the financial growth of the company. Since our divisions deal with customer service, retail and media, it is foreseeable that if a division is to be sold, your information, at this moment being considered an asset will be transferred to the new owners/managers of that division.

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j.9. In order to provide you with the best possible services we will make every reasonable effort to keep your information up-to-date.



Return of Merchandise 2009

We recommend that you go over the RMA Policy entirely in order to avoid delays.

Return Authorisation Policy

We would love for you to enjoy your products as much as we do, however, if for any reason, you should see the need to send a product you have ordered from us back, just give us a call and we will go over the RMA with you. In order to provide better quality of service and products, we have developed the following guidelines with our Order Processing Centres (OPCs) in order to provide better quality of services and products. **SecurityTrust and OPCs reserve the right to make changes to the RMA; clients will receive notification of these changes 25 days before they take effect.**

Return of Merchandise Procedure

Support members are available to assist customers in determining whether the product is defective, prior to its return. The majority of the time, we are able to guide you through a few over the phone troubleshoots; our support members have a high rate of success with this method. However, if the problem persists, our support member will guide you over the next few steps.

An authorisation number has to be obtained before returning a product. Support members will be required to collect client's information, as well as a specific reason as to why the product is being returned (other information may be required as determined by the support member). Request for an authorisation number can only be done so over the phone; all authorisation numbers expire after seven (7) days; you will receive your authorisation number within 72 hours of your filing.

Although a support member, in contact with the shipping OPC, has activated an RMA for your account, it does not guarantee that your return will be approved; an OPC technical member has to submit a returned item to inspection. Only after a technical member has a chance to review the results of inspection can warranty service go in effect (e.g. repaired, replacement, credit).

Physically damaged equipment does not ship out of an OPC; therefore, we cannot accept equipment that is not in their original package and/or has underwent physical damage. If the product was damaged before you took possession a support member will work with you and the delivery company in order to receive credit/replacement for your order. Please note that it is advised that you survey the package before taking possession of it from the delivery company. If any visible damage is observed, it should be reported immediately to the delivering company and to SecurityTrust.

Returning Products to American OPCs

Proof of Purchase has to be included with the shipment, quoting an OPC Order Number (located on the top right portion of the invoice). A detailed description of the problem will speed up the turnaround time; you can find a form that you can print from: <http://www.gsg-i.com/support>. The complete original packaging has to be sent-in, including all materials used in its packaging. Please be aware that over 89.4% of packages that were improperly shipped result in

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damage; all shipments are inspected before delivery is accepted, and the receiving OPC is not able to accept packages that have physical damages due to shipment; if an OPC's inspection reveals damage due to shipment, refusal of acceptance will be filed by the OPC within 48-72 hours.

Note:

a. if you are returning more than one product at a time, you will need to have an RMA number for each item, and copy of your invoice attached to the RMA number, as well as the description form.

b. OPC Requirement: Shipping and handling are covered by the sender and have to be paid in full before and OPC/Manufacturer takes delivery of the products. Some OPCs and Manufacturers do not offer replacement for products that have been marked by the shipper with their own labels. To assure that your delivery, repair or replacement goes smoothly, we highly recommend you to utilise only labels that can be easily removed.

c. The RMA number has to be easily identifiable. We recommend that you write you RMA number on label used by the delivery company, next to the sender's information.

d. The OPC handling your order will see that your repaired or replacement product be delivered by a carrier company of your choice. Please bear in mind, that repaired and replaced equipment still require a signature upon delivery.



Inquiries

After the first 72 hours of your package arrival, you can contact a support member or an OPC's technical member directly. Remember that in order to locate information for your package, you will need to have the authorisation number with you.

Returns for Credit

7 Days Return,

Pre-authorisation is also required for products being returned for credit. However, in addition to your authorisation number you will also need to have a support member obtain a 'Credit Authorisation' from the receiving OPC manager. The product(s) have to be in "New" conditions in order for them to qualify for a credit, in original packaging with all items inside, and no markings on the box. Items being returned face a 20-25% restocking fee.

8th Day Returns,

As to OPC/Manufacture regulations, these items can only be returned for repairs and replacements.

Please note that an item cannot be returned simply because you didn't want it after you received it.

Damaged on Arrival Policy

Original packaging is required for products damaged on arrival requiring repairs; packages will undergo immediate inspection and repair by OPC's technicians if they have been returned to the appropriate OPC during the first seven (7) days. Damaged upon arrival items that cannot be repaired, or cannot be repaired promptly, will be replaced with a system of equal or greater value.

No Defect Found Policy

A product that has been returned, and upon completion of an OPC's technical inspection is found to have no defects, the item will be returned and a Technical Inspection fee of \$70,00 will be added to the shipper's account; at which point the merchandise will be shipped to the user via collect by a carrier of your choice.

End of Warranty Service

Products that require maintenance after warranty has expired will reflect a charge of \$75-95 an hour depending on the receiving OPC.

Contact List:

Questions regarding service, policy or concerns:

US/Canada

Info@gsg-i.com

Americas

Amer.info@gsg-i.com

Europe

EU.info@gsg-i.com

Asia

Asia.info@gsg-i.com

Australia

AUS.info@gsg-i.com

Status:

Please note that we will ship your products from the nearest distribution centre. If you are not sure of where that is, please review your Sales Receipt under, Order Processing Centre (OPC).

United States

Cal.opc@gsg-i.com

NY.opc@gsg-i.com

VA.opc@gsg-i.com

Canada

Van.opc@gsg-i.com

Europe

Fr.opc@gsg-i.com

Gr.opc@gsg-i.com

Hu.opc@gsg-i.com

Asia

Tw.opc@gsg-i.com