

Local: **1.250.763.9453**  
Toll Free: **1.877.762.9453**  
FAX: **1.250.763.9480**  
Address: **1630 Pandosy st.**



#### ■ **V.U.E. Technologies Inc. Refund Policy**

We require a non refundable 50% deposit to commence any project. Payment for monthly services is due either via yearly prepaid arrangements at the launch of project or via auto debit through a Visa or MasterCard each month. Should you not be satisfied with the outcome of your project you will be charged only for the amount of hours that have been tracked on your account. We require 30 days notice to cancel billing.

#### ■ **V.U.E. Technologies Inc. Internal Complaint Policy Statement**

"We are committed to your satisfaction and have procedures in place to provide you with a fair, timely and effective means to resolve problems with any transaction.

"We record and monitor all complaints. We will undertake to acknowledge any complaint within seven business days of receipt and will strive to address and resolve any complaint within 45 days of receipt.

"In the event we cannot reach a satisfactory resolution, we are committed to using third-party dispute resolution services through the Better Business Bureau of Mainland BC.

Please contact us at [support@estatevue.com](mailto:support@estatevue.com) if you have any questions or concerns.

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

#### ■ **V.U.E. Technologies Inc. Security Policy Statement**

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline. Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for "https" at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment. If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at **877.762.9453** or via email to [support@estatevue.com](mailto:support@estatevue.com)