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# eLink Pro

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version 2.0.0

## This document contains our

- Customer Contact Information
- Item Return Policy
- Pricing Details
- Privacy Policy

By using the eLink website or any of its services, you agree to be bound by the terms contained herein and the Terms contained on our website.

### 1. CUSTOMER CONTACT INFORMATION

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- Our support desk is available 9am-4pm PST work days, excluding public holidays
- Customer support can be reached on [info@elink-pro.com](mailto:info@elink-pro.com)

### 2. ITEM RETURN POLICY

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- We are required by law to indicate our item return policy. As a provider of download and use software, and not physical goods, there is no return policy as it does not apply.
- Subscriptions can be cancelled at any stage and clients control this through their Paypal account. No refunds are processed for software downloaded and used for payments already approved or periods already used, by the client.

### 3. PRICING DETAILS

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- The eLink software is used on a subscription basis. The price varies on which subscription package is elected by the client. The current monthly subscription is \$49 the first month then \$95 per month thereafter and you can cancel whenever. With a six months *minimum subscription* option, users are charged \$49 per month. Also refer to the Pricing section under the FAQ section of the website.

## 4. PRIVACY POLICY

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By accessing our site, you agree to the terms above, the Terms listed on the website, and that of our Privacy Policy. You agree that we may change any Terms in future subject to these being updated on the website or in these additional Terms.

*What personal information do we collect from the people that visit our blog, website or app?*

When ordering or registering on our site, as appropriate, you may be asked to enter information that may include your name, email address, phone number or other details to help you with your experience.

*When do we collect information?*

We collect information from you when you visit, request a trial, place an order, enter information on our site or provide information to our support desk.

*How do we use your information?*

We may use the information we collect from you when you register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To improve our website in order to better serve you.
- To administer a contest, promotion, survey or other site feature.
- To quickly process your transactions.
- To market our service, ad's and periodic emails

*How do we protect visitor information?*

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive credit information you supply is encrypted via Secure Socket Layer (SSL) technology. We implement a variety of security measures when a user places an order to maintain the safety of your personal information.

All transactions are processed through a gateway provider (Paypal) and are not stored or processed on our servers.

*Do we use 'cookies'?*

No. We reserve the right, but do not use cookies to track visitors to our website.

### *Third Party Disclosure*

We do not sell your personally identifiable information to third parties. This does not include website hosting partners and other 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 or for corporate activity. 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.

### *COPPA (Children Online Privacy Protection Act)*

When it comes to the collection of personal information from children under 13, the Children's Online Privacy Protection Act (COPPA) puts parents in control. The Federal Trade Commission, the nation's consumer protection agency, enforces the COPPA Rule, which spells out what operators of websites and online services must do to protect children's privacy and safety online. We do not specifically market to children under 13.

### *CAN SPAM Act*

We collect your email address from our site or where you have opted into an explicit a relationship with ourselves, our staff and our support desk:

- Send information, respond to inquiries, and/or other requests or questions.
- Process orders and to send information and updates pertaining to orders
- Market to our mailing list or continue to send emails to our clients after the original transaction has occurred
- Emails allow users to unsubscribe by using the link at the bottom of each email

### *Contacting Us*

If there are any questions regarding this privacy policy you may contact us using the information below. We in good faith apply this policy. Use of the site or its services, or this policy explicitly gives rise to no rights of action for another party against ourselves, directly or indirectly, for adherence or otherwise. We are headquartered outside of the USA and our contracted service desk is located at 7925 Silverton Ave, San Diego, CA 92126

or our primary contact at [info@elink-pro.com](mailto:info@elink-pro.com)