

# **CB-FLOW.COM TERMS OF CONDITIONS, USE AND SERVICE**

Welcome to (The Company) CB-Flow and CBFlow.com service (the “Service”). The following Terms of Conditions, Use and Service (TOCUS) apply when you view or use the website, products or services at CBFlow.com, including when using the website to purchase products or services from The Company using CBFlow.com. Please review the following TOCUS carefully. By accessing or using the Service, you signify your agreement to these TOCUS. If you do not agree to these TOCUS, you may not access or use the Service.

## **GENERAL TERMS**

If any part of this Agreement is held invalid or unenforceable, that portion of the Agreement will be construed consistent with applicable law. The remaining portions will remain in full force and effect. Any failure on the part of the Company to enforce any provision of this Agreement will not be considered a waiver of our right to enforce such provision. Our rights under this Agreement will survive any termination of this Agreement.

You agree that any cause of action related to or arising out of your relationship with the Company must commence within ONE year after the cause of action accrues. Otherwise, such cause of action is permanently barred.

These TOCUS and your use of the website are governed by the federal laws of the United States of America and the laws of the State of Maryland, without regard to conflict of law provisions.

The Company may assign or delegate these TOCUS and/or the Company’s Privacy Policy, in whole or in part, to any person or entity at any time with or without your consent. You may not assign or delegate any rights or obligations under the Terms of Service or Privacy Policy without the Company’s prior written consent, and any unauthorized assignment and delegation by you is void.

## **LIMITATION OF DAMAGES; RELEASE**

TO THE EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL THE COMPANY, ITS AFFILIATES, DIRECTORS, OR EMPLOYEES, OR ITS LICENSORS OR PARTNERS, BE LIABLE TO YOU FOR ANY LOSS OF PROFITS, USE, OR DATA, OR FOR ANY INCIDENTAL, INDIRECT, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES, HOWEVER ARISING, THAT RESULT FROM (A) THE USE, DISCLOSURE, OR DISPLAY OF YOUR USER CONTENT; (B) YOUR USE OR INABILITY TO USE THE SERVICE; (C) THE SERVICE GENERALLY OR THE SOFTWARE OR SYSTEMS THAT MAKE THE SERVICE AVAILABLE; OR (D) ANY OTHER INTERACTIONS WITH THE COMPANY OR ANY OTHER USER OF THE SERVICE, WHETHER BASED ON WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL THEORY, AND WHETHER OR NOT THE COMPANY HAS BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGE, AND EVEN IF A REMEDY SET FORTH HEREIN IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE. SOME JURISDICTIONS LIMIT OR DO NOT PERMIT DISCLAIMERS OF LIABILITY, SO THIS PROVISION MAY NOT APPLY TO YOU.

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## **MODIFICATION OF TERMS OF USE**

We can amend these TOCUS at any time and will update these TOCUS in the event of any such amendments. It is your sole responsibility to check the Site from time to time to view any such changes in the Agreement. If you continue to use the Site, you signify your agreement to our revisions to these TOCUS. Any changes to these Terms (other than as set forth in this paragraph) or waiver of the Company's rights hereunder shall not be valid or effective except in a written agreement bearing the physical signature of an officer of the Company. No purported waiver or modification of this Agreement by the Company via telephonic or email communications shall be valid.

## **PRIVACY POLICY**

The Company respects the privacy of its Service users. Please refer to the Company's Privacy Policy which explains how we collect, use, and disclose information that pertains to your privacy. When you access or use the Service, you signify your agreement to this Privacy Policy.

## **REGISTRATION; RULES FOR USER CONDUCT AND USE OF THE SERVICE**

You need to be at least 18 years old and a resident of the United States to register for and use the Service. The Company will not be responsible for any liabilities, losses, or damages arising out of the unauthorized use of your member's name, password and/or account.

## **USE RESTRICTIONS.**

**Your permission to use the Site is conditioned upon the following Use Restrictions and Conduct Restrictions: You agree that you will not under any circumstances:**

- post any information that is abusive, threatening, obscene, defamatory, libelous, or racially, sexually, religiously, or otherwise objectionable and offensive;
- use the service for any unlawful purpose or for the promotion of illegal activities;
- attempt to, or harass, abuse or harm another person or group;
- use another user's account without permission;
- provide false or inaccurate information when registering an account;
- interfere or attempt to interfere with the proper functioning of the Service;
- bypass any robot exclusion headers or other measures we take to restrict access to the Service or use any software, technology, or device to scrape, spider, or crawl the Service or harvest or manipulate data;
- publish or link to malicious content intended to damage or disrupt another user's browser or computer.

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## **INTELLECTUAL PROPERTY**

You acknowledge and agree that we and our licensors retain ownership of all intellectual property rights of any kind related to the Service and to all products offered through the Service, including applicable copyrights, trademarks and other proprietary rights. Other product and company names that are mentioned on the Service may be trademarks of their respective owners. We reserve all rights that are not expressly granted to you under this Agreement.

## **EMAIL MAY NOT BE USED TO PROVIDE NOTICE**

Communications made through the Service's e-mail and messaging system will not constitute legal notice to the Company or any of its officers, employees, agents or representatives in any situation where notice to the Company is required by contract or any law or regulation.

## **USER CONSENT TO RECEIVE COMMUNICATIONS IN ELECTRONIC FORM**

For contractual purposes, you (a) consent to receive communications from the Company in electronic forms including via the email address you have submitted; and (b) agree that all TOCUS, agreements, notices, disclosures, and other communications that the Company provides to you electronically satisfy any legal requirement that such communications would satisfy if it were in writing. The foregoing does not affect your non-waivable rights.

We may also use your email address, to send you other messages, including information about the Company and special offers. You may opt out of such email by changing your account settings or sending an email of to the following postal address:

CB-Flow  
ATTN: Customer Support  
4863 Ennels Road  
Hurlock, Md. 21643  
randy@cbflow.com

*Opting out may prevent you from receiving messages regarding the Company or special offers.*

## **RETURN POLICY**

If you're not happy with a purchase that you made from CBFlow.com, for any reason, you can return it to us within 30 days of the order date. This return policy shall specifically apply to, without limitation, protective covers for industrial valve switches ordered through CBFlow.com. As soon as it arrives, we'll issue a full refund for the entire purchase price.

## **CB-FLOW.COM TERMS OF CONDITIONS, USE AND SERVICE**

Please note – CB-Flow does not reimburse the outgoing or return shipping charges unless the return is due to a defect in quality.

Orders over 30 days old may be returned at the discretion of CB-Flow and may be subject to a 25% re-stocking fee. For information on how to return an item, please email our customer service team at [randy@fscp.us](mailto:randy@fscp.us).

### **WARRANTY DISCLAIMER**

THE SERVICE, IS PROVIDED “AS IS,” WITHOUT WARRANTY OF ANY KIND. WITHOUT LIMITING THE FOREGOING, THE COMPANY EXPRESSLY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, REGARDING THE SERVICE INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, SECURITY, ACCURACY AND NON-INFRINGEMENT. WITHOUT LIMITING THE FOREGOING, THE COMPANY MAKES NO WARRANTY OR REPRESENTATION THAT ACCESS TO OR OPERATION OF THE SERVICE WILL BE UNINTERRUPTED OR ERROR FREE. YOU ASSUME FULL RESPONSIBILITY AND RISK OF LOSS RESULTING FROM YOUR DOWNLOADING AND/OR USE OF FILES, INFORMATION, CONTENT OR OTHER MATERIAL OBTAINED FROM THE SERVICE. SOME JURISDICTIONS LIMIT OR DO NOT PERMIT DISCLAIMERS OF WARRANTY, SO THIS PROVISION MAY NOT APPLY TO YOU.

YOU ACKNOWLEDGE THAT YOU HAVE READ THESE TOCUS, UNDERSTAND THE TOCUS, AND WILL BE BOUND BY THESE TOCUS. YOU FURTHER ACKNOWLEDGE THAT THESE TOCUS TOGETHER WITH THE PRIVACY POLICY BELOW REPRESENT THE COMPLETE AND EXCLUSIVE STATEMENT OF THE AGREEMENT BETWEEN US AND THAT IT SUPERSEDES ANY PROPOSAL OR PRIOR AGREEMENT ORAL OR WRITTEN, AND ANY OTHER COMMUNICATIONS BETWEEN US RELATING TO THE SUBJECT MATTER OF THIS AGREEMENT.

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## CB-FLOW COMPREHENSIVE TERMS AND CONDITIONS

### 1. Terms of Sale

**Product Descriptions:** CB-Flow offers protective covers for industrial valve switches used in fire control and fire suppression systems. These covers are designed to prevent unauthorized access to the valve switches. Detailed product specifications are available on our website.

**Pricing and Payment Terms:** All prices are listed in USD and are subject to change without notice. Payment methods accepted include major credit cards and other payment options as indicated on our website. Applicable taxes and shipping fees will be added to the total purchase price at checkout.

**Order Process:** To place an order, add the desired items to your shopping cart and proceed to checkout. Review your order carefully before submitting it. You will receive an order confirmation via email once your order is placed.

**Shipping and Delivery:** We may offer various shipping options, which could be displayed at checkout. Delivery times vary based on the shipping method selected. We are not responsible for delays caused by the shipping carrier.

**Risk of Loss:** The risk of loss or damage to the products passes to the buyer upon delivery to the shipping carrier.

**Cancellation Policy:** Orders can be canceled before they are shipped. To cancel an order, contact our customer service team as soon as possible. Once an order has been shipped, it cannot be canceled, but it can be returned in accordance with our return policy.

**Books by J. Randall:** Prior to placing an order for book(s) written by J. Randall, we strongly recommend a thorough review of the website “[hopeangelofsouls.com](http://hopeangelofsouls.com)” to learn about the narratives of the books and the writer prior to purchase.

### 2. Warranty Information

**Warranty Coverage:** CB-Flow warrants that our protective covers are free from defects in materials and workmanship under normal use for a period of one year from the date of purchase.

**Warranty Period:** The warranty period is one year from the date of purchase. There are no warranties in place for the books by J. Randall.

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**Exclusions:** This warranty does not cover damage caused by misuse, abuse, accidents, unauthorized modifications, or improper installation.

**Claim Process:** To make a warranty claim, contact our customer service team with your order number and a description of the issue. We may require you to return the defective product for inspection. If the product is found to be defective, we will repair or replace it at our discretion.

### 3. Return and Refund Policy

**Eligibility:** If you are not satisfied with your purchase, you can return it within 30 days of the order date. The product must be in its original condition and packaging.

**Process:** To initiate a return, contact our customer service team to obtain a return authorization. Once you have the authorization, ship the product back to us at the address provided. You are responsible for the return shipping costs unless the return is due to a defect in quality.

**Refunds:** Once we receive the returned product, we will inspect it and issue a full refund for the purchase price. Shipping charges are non-refundable unless the return is due to a defect in quality. Orders over 30 days old may be returned at our discretion and may be subject to a 25% restocking fee.

**Books by J. Randall:** There are no refunds for books purchased. All sales final.

**Exceptions:** Custom orders and clearance items are not eligible for return.

### 4. Privacy Notice

**Information Collection:** We collect personal information that you provide to us, such as your name, address, phone number, and payment information. We also collect automatic information, such as your IP address and browsing behavior, through the use of cookies.

**Use of Information:** We use your information to process orders, respond to inquiries, improve our website, and communicate with you about our products and services. We may also use your information for marketing purposes, but you can opt out of marketing communications at any time.

**Sharing of Information:** We do not share your personal information with third parties except as necessary to complete your transaction, comply with legal obligations, or protect our rights.

## **CB-FLOW.COM TERMS OF CONDITIONS, USE AND SERVICE**

**Data Security:** We use industry-standard security measures, including SSL encryption, to protect your personal information during transmission. However, no method of transmission over the internet or electronic storage is 100% secure.

**User Rights:** You have the right to access, correct, or delete your personal information. To exercise these rights, contact our customer service team.

**Conditions of Use, Notices, and Revisions:** By using our website, you agree to our terms and conditions and privacy policy. We may update these documents from time to time, and we will notify you of any significant changes. Your continued use of our website constitutes acceptance of the updated terms.

**Contact Information:** For any questions or concerns regarding our terms of sale, warranty information, return and refund policy, or privacy notice, please contact us at:

**CB-Flow**  
**ATTN: Customer Support**  
**4863 Ennels Road**  
**Hurlock, MD 21643**  
Email: [randy@cbflow.com](mailto:randy@cbflow.com)  
Phone: **410-867-8717**

By providing this comprehensive document, we aim to ensure transparency and build trust with our customers, enhancing their overall experience with CB-Flow.