

Brown Healthcare Customer Service

Shipping and Returns, Privacy Information, Conditions of Use

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Brown Healthcare Shipping and Returns Information

Conditions of Use

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prices displayed at the Site are quoted in Canadian Dollars and are valid and effective only in Canada.

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You agree to defend, indemnify and hold 2112218 Ontario Inc and all of its divisions harmless from and against any and all claims, damages, costs and expenses, including attorneys' fees, arising from or related to your use of the Site.

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This Agreement is effective unless and until terminated by either you or 2112218 Ontario Inc. You may terminate this Agreement at any time. 2112218 Ontario Inc also may terminate this Agreement at any time and may do so immediately without notice, and accordingly deny you access to the Site, if in 2112218 Ontario Inc's sole discretion you fail to comply with any term or provision of this Agreement. Upon any termination of this Agreement by either you or 2112218 Ontario Inc, you must promptly destroy all materials downloaded or otherwise obtained from this Site, as well as all copies of such materials, whether made under the terms of this Agreement or otherwise.

PAYMENT AND BILLING

Methods of payment

Brown Healthcare accepts the following credit cards:

- Visa

- MasterCard

If we are unable to process your credit card, please check to ensure you entered the correct card number and expiration date, and that the billing name and address you entered match your credit card statement exactly. Please refer to your credit card company if the problem persists.

Facilities may choose to place orders using a facility purchase order number or trust account. In such cases, the 'sold to' will be the facility. Our payment terms when purchase orders are used are Net 30 days with 24% per annum interest charged on invoices outstanding over 30 days.

Prices shown are in Canadian dollars.

OVERDUE ACCOUNTS

We reserve the right to hold shipments for customers with outstanding invoices or to add a service charge to subsequent orders. Delinquent accounts will be referred to Dixon Commercial Investigators (1982) Inc. for collection.

GOVERNING LAW AND JURISDICTION

The Web Site (excluding linked web sites) is controlled by 2112218 Ontario Inc. from its offices within the Province of Ontario, Canada. The Web Site can be accessed from all provinces and territories of Canada, as well as from other countries around the world. As each of these jurisdictions has laws that may differ from those of the Province of Ontario, by accessing the Web Site, the user agrees that all matters relating to access to, or use of, the Web Site, or any other hyperlinked web site, shall be governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein. The user also agrees and hereby submits to the exclusive personal jurisdiction and venue of the courts of the Province of Ontario and acknowledges that the user does so voluntarily and is responsible for complying with local laws.

PRICE AND AVAILABILITY INFORMATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

CREDIT CARD SAFETY AND PROTECTION

If you're not quite comfortable shopping online, or would prefer to make your purchase via telephone, just give us a call at 1-877-771-0977. Our Customer Service representatives will be happy to take your order right over the phone.

Credit Card Safety and Protection

Protecting the safety of your credit card information is important to us.

We use Secure Sockets Layer (SSL) technology to protect the security of your credit card information as it is transmitted to us.

SSL is the gold standard in Internet encryption technology, which is a fancy way of saying that it's a highly sophisticated method of scrambling data as it travels from your computer to our website's servers.

Whether you purchase online or at a brick and mortar store, credit card purchases are generally protected against fraud by law, and your liability is limited. Check with your credit card company on the details. But most importantly, you should be aware that improvements in technology have significantly decreased any chance of Internet credit card fraud.

How do I know my credit card information is secure?

To make sure you are accessing our secure server before you submit personal financial information, look at the lower left-hand corner of your browser. If you see an unbroken key or a closed lock (depending upon your browser), then SSL is active. To double-check for security, look at the URL or Location line of

your browser. If you have accessed a secure server, the first characters of the address in that line should change from "http" to "https."

Some browser versions and some firewalls don't permit communication through secure servers like the ones we use to process orders at hipsaver.ca. If for any reason you cannot access the secure server, please feel free to place your order with us by phone at 1-877-771-0977. Our Customer Service representatives will be happy to assist you.

Privacy Policy

2112218 Ontario Inc will never share information about you without your permission.

2112218 Ontario Inc believes that strong electronic privacy is crucial for the ongoing success of the Internet as a service, commercial, and entertainment medium. To this end, unless you designate otherwise, the information you enter here will be known to only two parties: you and 2112218 Ontario Inc.

We pledge that 2112218 Ontario Inc will not release your personal data to anyone else without your consent - period.

You may change the status of whether you wish to receive 2112218 Ontario Inc offers and communications at any time.

When we do present information to our advertisers, unless you tell us otherwise, it is in the form of aggregate statistics compiled among all of our visitors' answers to survey questions as well as grouped on-site behaviour.

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1. What information does Brown Healthcare gather/track and how is it used?

Use of traffic data

Each time a visitor comes to Brown Healthcare's web site, we collect some information to improve the overall quality of the online experience. At Brown Healthcare's sites, we collect the visitor's domain name (e.g., whether the user is logged on from sympatico.ca or rogers.ca), referral data (e.g., we record the address of the last URL a user visited prior to clicking through to a Brown Healthcare Web site), and browser and platform type (e.g., a Netscape browser on a Macintosh platform).

Brown Healthcare's web site also logs IP addresses for systems administration purposes. IP addresses are logged to track a user's session. This gives Brown Healthcare an idea of which parts of our site users are visiting. We do not link IP addresses to anything personally identifiable. This means that a user's session will be tracked, but the user will be anonymous.

Use of email addresses collected from Brown Healthcare's newsletter subscriptions

After signing up to receive a Brown Healthcare newsletter by email, users will start receiving a Brown Healthcare content newsletter delivered on a daily, weekly, or monthly basis, as well as occasional product-related announcements. On Brown Healthcare web sites that offer newsletters, we collect subscribers' email addresses in order to distribute those newsletters and product-related announcements.

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2. With whom does Brown Healthcare share the personal information it gathers/tracks?

Nobody.

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3. What is Brown Healthcare's unsubscribe and data-removal policy?

Unsubscribing from the newsletter

If you would like to change your subscriptions to the newsletter or unsubscribe, please email "remove at brownhealthcare.com". (replace the word 'at' with the @ symbol and remove all spaces when emailing)

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4. What is Brown Healthcare's policy on deleting or deactivating my name from its database?

If you are a member of Brown Healthcare you can ask to be deleted from all mailing lists by emailing us at "remove at brownhealthcare.com". (replace the word 'at' with the @ symbol and remove all spaces when emailing)

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5. Who can I ask if I have any additional questions?

You can direct all questions regarding customer support to "sales at brownhealthcare.com". (replace the word 'at' with the @ symbol and remove all spaces when emailing)

Shipping and Returns

SHIPPING METHOD

Brown Healthcare ships via UPS

RETURNS POLICY

Brown Healthcare products may be returned for exchange in unopened packages within 30 days of the invoice date. Additional shipping charges are the responsibility of the purchaser. The purchaser may request a refund for product returned in unopened packages within 30 days however all shipping charges are the responsibility of the purchaser. Items returned in damaged packaging (ie: opened, written on, no packaging materials) will be subject to a \$5.00 per item repackaging fee.

Manufacturer's Warranty: HipSaver products found to have a manufacturer's defect within the first 12 months following purchase will be replaced by HipSaver Canada. HipSaver Canada / 2112218 Ontario Inc / Brown Healthcare reserves the right to have the damaged product returned to us at the purchaser's expense in order that we might assess the cause of the damage prior to replacement product being shipped.

It is the responsibility of the purchaser to ensure that accurate measurements and any additional information is provided for correct sizing in accordance with instructions provided by Brown Healthcare on our web site or by our representatives.