

Website and Service Use Agreement

We want to keep this brief and clear. We only want to protect our small business from bad intentions, not put our customers in a legal trap. If you have malicious intent you are prohibited from using the service.

"We" means "Service Sonar"

"You" means the "the user, contact or viewer of servicesonar.com"

Litigation related to any misuse or other matter will be filed under the jurisdiction of the Province of Ontario and costs paid by the filing party unless otherwise awarded by a Court of Law.

Privacy

Your rights

We will make every effort to keep your information secure and private. Info is not retained beyond its required use and is only held within the bank and Intuit products (Quickbooks, Mailchimp). Any other data required will be only used as necessary (ex. address for delivery driver).

With the current issues in the world and level of scams we cannot be held liable if a breach related to your data occurs since even public services and large corporations cannot guarantee this. We can only follow privacy laws and limit the use and retention of your information and will research and act on ways to improve handling. We only want to use what we need and we are not presently holding our own database of your information online, it is only stored in Quickbooks online and passed through our phone system, which has a password, and our server which is secured by SSL to allow you to contact us through email,

which has a secure password. We are required to retain certain information for tax purposes which would be related to your purchases and to contact you in the future in the ways you permit.

By contacting our service you agree to be contacted by us with or without a purchase for the purpose of finding out more about your initial contact to us and keep record of this contact in online email and word processing applications that have a password. If you use the service you agree to have your information stored and used by us in the way described above.

Our rights

We also would like to ensure that any of the information we provide to you is handled with the same care. We protect our information to guard from outside scams and threats to provide you with great service and protect from your private information from hackers.

By contacting us you agree to not share or forward or copy and/or distribute anything you obtain from contacting Service Sonar or from any website, webpage, correspondence or social media account or public records office, such as, but not limited to, copies of our emails, phone contacts, business information, or any other information belonging to Service Sonar other than the web address servicesonar.com.

You also agree that you will not make defamatory posts online under any review platform, Better Business Bureau, comment section or other similar websites about Service Sonar and that you will contact us directly to resolve any complaints and should you remain unsatisfied with the service that you receive, or the resolution provided by Service Sonar, you agree to resolve your complaint through the current

appropriate methods available to consumers.

Clarity in advertising

By using the service you acknowledge and agree that the following terms used in our advertising mean the following:

"We solve any challenge" means that our solution is to find a third party, typically a specialist in the area of interest, and with an appropriate cost quoted to you and in some cases the specified time that you provide, or the cost you are willing to pay, may not allow a solution. Therefore if we are not able to solve a challenge within your desired time frame you will not be billed and in no way does it mean that you have been misled or that it intended to be misleading, as it is only reasonable to assume these limitations.

"Quote" means "quote or estimate" and only means to contact a third party to find a price.

"We search, you save" means that you will save time and/or money if you use the service as we will be doing the work with the intention of hunting for a deal on your behalf.

PAYMENT/CONTACT INSTRUCTIONS

We offer cash on delivery (not available for Christmas pre-orders) and interac e-transfer for payment currently. We deliver for a flat rate of \$10 to any location within 20kms of Amazon in Hamilton. We have no limit to location if you are willing to pay for any method of delivery when you have selected to order a deliverable item. We can even attempt to find

you the best shipping option. Or you have the option to pick it up yourself. Please note the gift set prices already include delivery fees within the 20kms range of Amazon Hamilton and the charge will not be adjusted in value.

PDF of prices

Set 1	Garnish Wish	\$90 tax included
Set 2	Taco Night	\$65 tax included
Set 3	Nostalgia	\$70 tax included
Set 4	Movie Mania	\$60 tax included
Set 5	Winter Wonder	\$65 tax included
Set 6	For the Foodies	\$75 tax included

HOW TO SEND ETRANSFER

Please wait for instructions on how to send e-transfers after contacting us through the online form.

You may not share or use the provided email for any other purpose. Please use the online form to reach us.

GIFT SET DETAILS

Gift sets are by pre-order for Christmas until after Christmas when we will resume normal delivery. All sets may not be available for same day delivery. Please check back to see which are available to see approximate order processing time. If urgent delivery is required we can do anything we can to accommodate but it may require additional

charge for urgent need.

For delivery please have available:

A date that you would like the delivered item

Address, if required

Special instructions

Payment method (e-transfer or cash)

Note that if we do not receive information that would make the delivery possible, we will not be held liable for items that are unable to be delivered, as a result of not receiving this required information.

RETURN POLICY

We are here to provide you with the depth of service you want. Please don't hesitate to let us know if there is anything you are not satisfied with and we will offer a replacement for any individual item not working properly. Since we are not manufacturers (our fees are for purchase and assembly) we cannot provide any guarantee to the function of the products (any issues with the items should be directed to the manufacturer) but we can offer replacement of items contained in the gift sets or kits we assemble with goods you request on the order from them.

We are unable to offer full refund on the entire purchase of a kit. Refunds are only on failed delivery or failure to provide a service as requested and will be done without hesitation if deemed reasonable and is at the sole discretion of the owner. If we are unable to fulfill the

request as described we will not retain any funds.

Media content and use

Media used in the website is either our own or we have used it from a website unable to provide any official ownership. We believe to have used media not required to obtain further permissions. We do not authorize use of or guarantee any right to media on this site. You may not copy or distribute any part of this site without permission. Any permissions for media use please contact us through the online form.

LIMITED TIME OFFER

Be the Captain of Gifts this holiday season

Buy a gift basket from now until Valentines Day, February 14, 2025 and you will receive a free gift. Add it to your gift, as a second gift to someone else, or give yourself something for all you do. Our themed gift sets will make it seem you had to navigate the vast seas to put ocean depth of thought into your loved one.

To redeem any gift, please retain a copy of your receipt, and we will provide further instruction to you by email. The gift may require you to register on a separate site. We are only responsible for your information provided to servicesonar.com as stated in this agreement. You may be required to accept the associated terms and grant privacy permissions to a third party. You do so at your own risk and we in no way accept any responsibility for third party websites, nor do we provide any warranty for goods or services you receive from a third party. We only guarantee the ability to redeem the gift with your receipt from Service Sonar and it must be registered within 60 days to validate

the gift. Contact us on the online form with any questions.