

## PRIVACY POLICY

At Knotty Boards Ltd we care a great deal about our customers' privacy and the trust that you put in us when sharing your personal information. This Privacy Policy outlines our practices on data collection so that you are confident your personal information is secure and free from abuse and misuse. By visiting knottyboards.ca you accept and consent to the practices described in this Privacy Policy.

### **What Personal Information Does SIC Collect About Its Customers?**

We use the information that you provide to us in order to constantly improve your experience with us on knottyboards.ca. We also use your information to handle orders, deliver products and services, process payments, communicate with you about orders, products, services and promotional offers, update our records and generally maintain your accounts with us. We also use this information to improve our store and platform, prevent or detect fraud or abuses of our website.

### **Here are the types of information we collect from you:**

**Information You Give Us:** we receive and store any information you enter on our website or give us in any other way. We use the information that you provide for such purposes as responding to your requests, communicating with you and improving your website experience. You provide such information when you search, buy, participate in a contest or questionnaire, communicate with customer service or sign-up for a newsletter. As a result of those actions, you might supply us with information such as: your name; address and phone number; credit card information; people to whom purchases have been shipped (including addresses and phone numbers).

### **Automatic Information:**

We receive and store certain types of information whenever you interact with us. For example, like many websites, we use "cookies" and we obtain certain types of information when your Web browser accesses sicmaui.com. We would like to make you aware that tools do exist to allow you to browse websites anonymously, however, this will mean that we will be unable to provide you with a more customized experience. Examples of the information we collect and analyze include: the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information such as browser type and version; operating system and platform; purchase history, which we sometimes aggregate with similar information from other customers to create marketing campaigns; the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and time); cookie number; products you viewed or searched for. During some visits we may use software tools such as JavaScript to measure and collect session information, including page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

### **E-mail Communications:**

To help us make e-mails more useful and interesting, it is our practice to receive a confirmation when you open e-mail from info@knottyboards.ca if your computer supports such capabilities.

### **Does knottyboards.ca share the information that we receive through our website?**

We absolutely hate receiving spam e-mail and would never want to inflict this on anyone especially our customers. As a result we will never sell your personal information to any third parties. We do, however, have certain Third Party Service Providers who perform important business functions on our behalf. These include: processing credit card transactions, fulfilling orders and delivering packages. They have access to personal data needed to carry out their functions, but they may not use it for other purposes. We require that all our Third Party Service Providers process personal information in accordance with this Privacy Policy. With your consent, other than as set out above, you will receive notice when information about you might go to third parties and you will have an opportunity to choose not to share the information.

### **How Secure Is Your Information?**

We protect the security of your transaction information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input. It is important for you to protect against unauthorized access to any passwords you have with us and we recommend that you do not submit sensitive financial information on shared or public computers.

**What Is Your Policy Concerning Children Using knottyboards.ca?** knottyboards.ca does not sell products for purchase by children. We sell children's products for purchase by adults. If you are under 18, you may use knottyboards.ca online store functions only with the involvement of a parent or guardian. Additionally, we will never knowingly collect information from children under the age of 13 in accordance with the Children's Online Privacy Protection Act. If it comes to our attention that a customer under the age of 13 has provided Personal Information to us, we will remove all such information from our files. However, we may still maintain a record of that person's name and address in a do not register file in order to avoid a subsequent registration.

### **Conditions of Use, Notices, and Revisions**

If you choose to visit knottyboards.ca, your visit and any dispute over privacy is subject to this Privacy Policy. If you have any concern about privacy at knottyboards.ca, please e-mail us a thorough description and we will try to resolve the issue for you. We may e-mail periodic reminders of our Privacy Policy unless you have instructed us not to, but you should check our website frequently to see recent changes. Unless stated otherwise, our current Privacy Policy applies to all information that we have about you and your account. We stand behind the promises we make, however, and will never materially change our policies and practices to make them less protective of customer information collected in the past without the consent of affected customers.

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### **LIMITED WARRANTY POLICY**

**Knotty Boards guarantees that our products are free of any defects or damage caused by workmanship or materials, for the duration of 3 months after purchase date. This warranty commitment does not cover any other claim conditions such as:**

1. Damage or defects caused by impact with any material or object.
2. Damage or defects caused by impact with any material or object.
3. Damage or defects caused by impact with any material or object.
4. Damage or defects caused by exposure to extreme temperatures.
5. Damage or defects caused by exposure to extreme temperatures.
6. Damage or defects caused by exposure to extreme temperatures.
7. Damage or defects caused by exposure to extreme temperatures.
8. Damage or defects caused by the use of a larger fin than specified.
9. Damage or defects caused by the use of a larger fin than specified.

If you believe your product has a defect related to manufacturing fault, please fill in the below form in full. Your product may be required to be returned to the shop where it was purchased for immediate inspection.

#### **LEGAL DISCLAIMER**

Knotty Boards and its Distributors hereby disclaims and sets forth as follows:

#### **GENERAL DISCLAIMER**

Although the information and recommendations at Knotty Boards and its Distributors site are presented in good faith to be correct, Knotty Boards and its Distributors make no representations or warranties as to the complete accuracy of the information. Any information is supplied upon the condition that the person receiving it will make their own determination as to its accuracy and its suitability for their purposes prior to its use.

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