

VOLT MEDIA

GENERAL POLICIES

Innovative Solutions In the Entertainment & Media Distribution Realm

FREE TRIAL POLICY

- i** Many of our Residential Plans & Products offer Free Trial periods ranging from 48 Hours – 30 Days.
- 1) There is no obligation to purchase our products or services by participating in a Free Trial Offer
 - 2) There is No Cost charged to you for a Free Trial period. Charges only apply after the Free Trial has expired

CANCELLATION POLICY

- i** You may cancel anytime and for any reason by contacting us and giving written notice in the following ways 24 hours prior to billing
- 1) Email your cancellation request to Info@VoltTvApp.com (please provide your name, account type & reason for cancellation)
 - 2) Contact us online at www.VoltTvApp.com, start a chat by clicking the “ICON” and speak to Staff Online

REFUND POLICY

- i** We stand behind our products and your satisfaction is very important to us. Because our products are digital goods, licensed non-tangible products and services rendered in advance we have a “Final Sale” and No Refund policy. However, some circumstances permit refunds

We aim for 100% satisfaction but mistakes happen and we will accept responsibility in those cases:

- If you've changed your mind early in the process, we have not incurred costs: licensing, taxes, expenses – you will be refunded
- If your billing was incorrect: you were duplicate charged, you deserved a discount but were charged regularly - you will be refunded
- If you issued a cancellation claim within 24 hours by email or chat and Staff failed to remove you from automated billing – you will be refunded

Credit Compensation Policy

- i** If you are dissatisfied, we will make it right and staff is authorized to issue customers credit and discounts for products and services

Privacy Policy

- i** We have a strict Privacy Policy and Do Not Collect Customer Data for any use (Internally or For Sale to Third Parties)

Confidentiality Of Deliverables Policy

- i** Volt Media offers a strict NDA agreement pertaining to your business and personal media that requires our Staff to never disclose, comment, copy, damage, alter or misappropriate your property under any circumstances (this includes but is not limited to any recordings, photos, films, movies, intellectual property, creative content, home movies, artwork, documents and any other personal or business related items you transfer to our platform to be uploaded and organized in your account). We are ethically and legally liable to protect you.

Specific Exclusions from Scope

- i** Volt Media is liable for platform security and employs 4094 encryption keys to ensure only those approved to access your account are able to but is not responsible for account access utilized by means of your password or PGP Keys. Please always protect your passwords.

Implementation Plan

- i** Upon receiving your order you will be emailed “our purposed timeline” and a general list of contents, media and items needed to expedite and fulfill your order. Every customer is different and this requires special attention detail. For example... Integration: requires you providing account names, types and passwords to integrate into your account. Media Organization: requires your input and feedback. App Branding/Development: requires participation, feedback and insights. Network & Channel Creation: requires time and your commitment to developing the finished product you might imagine it. We work as diligently as possible to fulfill each and every order we ask for your patience and dedication in return and working with us to accomplish the objective in mind.

Media Licensing Policy

- i** Volt Media requires proof of the content creator or owner's permission to host and broadcast certain media types. Acceptable proof includes written agreements & licensing from MPLC, ASCAP, BMI, Filmbank, DCP etc. Volt Media is not liable for copy right infringement as you the client control the content distributed on your network or channel accepting liability and holding Volt Media “harmless” of any claim or assertion otherwise.