

# Privacy and Security

## WHAT INFORMATION DO WE COLLECT?

- We collect information from you when you register on the site, send us your contact information, or participate in another site feature.
- When registering, we may ask you for your name, e-mail address, mailing address, phone number, or other information. You may, however, visit our site anonymously.
- Like many websites, we use “cookies” to enhance your experience and gather information about visitors and visits to our websites. Please refer to the “Do we use ‘cookies’?” section below for information about cookies and how we use them.

## HOW DO WE USE YOUR INFORMATION?

We may use the information we collect from you when you register, send us your contact information, or use certain other site features to allow us to better service you in responding to your customer service requests.

## HOW DO WE PROTECT VISITOR INFORMATION?

We implement a variety of security measures to maintain the safety of your personal information. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential.

## DO WE USE “COOKIES”?

Yes. Cookies are small files that a site or its service provider transfers to your computer’s hard drive through your Web browser (if you allow) that enables the site’s or service provider’s systems to recognize your browser and capture and remember certain information. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (like Netscape Navigator or Internet Explorer) settings. Each browser is a little different, so look at your browser Help menu to learn the correct way to modify your cookies. If you turn cookies off, you won’t have access to some features that make your site experience more efficient. However, you can still place orders over the telephone by contacting customer service.

## **DO WE DISCLOSE THE INFORMATION WE COLLECT TO OUTSIDE PARTIES?**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice, except as described below. The term "outside parties" does not include ViaRV Interlock. It also does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

## **HOW CAN YOU OPT-OUT, REMOVE OR MODIFY INFORMATION YOU HAVE PROVIDED TO US?**

If you have any questions concerning our Privacy Policy or you wish to correct your personal information you may contact us at:

ViaRV Interlock

Attn: Manager

13718 Mukiteo Speedway

Lynnwood, WA 98087

E-mail: [interlock@viarv.com](mailto:interlock@viarv.com)

Telephone: (425) 967-3401

## **THIRD PARTY LINKS**

In an attempt to provide you with increased value, we may include third party links on our site. These linked sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these linked sites (including if a specific link does not work).

## **CHANGES TO OUR POLICY**

If we decide to change our privacy policy, we will post those changes on this page. Policy changes will apply only to information collected after the date of the change. This policy was last modified on June 29, 2011.

## **QUESTIONS AND FEEDBACK**

We welcome your questions, comments, and concerns about privacy. Please send us any and all feedback pertaining to privacy, or any other issue.

## **ONLINE POLICY ONLY**

This online privacy policy applies only to information collected through our website and not to information collected offline.

## **TERMS AND CONDITIONS**

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website

## **YOUR CONSENT**

By using our site, you consent to our privacy policy.

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# **Terms and Conditions**

Terms and Conditions

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## **TERMS AND CONDITIONS**

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS OF USE CAREFULLY BEFORE USING THIS WEBSITE. All users of this site agree that access to and use of this site are subject to the following terms and conditions and other applicable law. If you do not agree to these terms and conditions, please do not use this site.

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## **LIMITATION OF LIABILITY**

ViaRV Interlock shall not be liable for any special or consequential damages that result from the use of, or the inability to use, the materials on this site or the performance of the products, even if ViaRV Interlock has been advised of the possibility of such damages. Applicable law may not allow the limitation of exclusion of liability or incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## **TYPOGRAPHICAL ERRORS**

In the event that a ViaRV Interlock product is mistakenly listed at an incorrect price, ViaRV Interlock reserves the right to refuse or cancel any orders placed for product listed at the incorrect price. ViaRV Interlock reserves the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for the purchase and your order is

cancelled, ViaRV Interlock shall issue a credit to your credit card account in the amount of the incorrect price.

## **TERM; TERMINATION**

These terms and conditions are applicable to you upon your accessing the site and/or completing the registration or shopping process. These terms and conditions, or any part of them, may be terminated by ViaRV Interlock without notice at any time, for any reason. The provisions relating to Copyrights, Trademark, Disclaimer, Limitation of Liability, Indemnification and Miscellaneous, shall survive any termination.

## **NOTICE**

ViaRV Interlock may deliver notice to you by means of e-mail, a general notice on the site, or by other reliable method to the address you have provided to ViaRV Interlock.

## **MISCELLANEOUS**

Your use of this site shall be governed in all respects by the laws of the state of Washington, U.S.A., without regard to choice of law provisions, and not by the 1980 U.N. Convention on contracts for the international sale of goods. You agree that jurisdiction over and venue in any legal proceeding directly or indirectly arising out of or relating to this site (including but not limited to the purchase of ViaRV Interlock products) shall be in the state or federal courts located in Snohomish County, Washington. Any cause of action or claim you may have with respect to the site (including but not limited to the purchase of ViaRV Interlock products) must be commenced within one (1) year after the claim or cause of action arises. ViaRV Interlock's failure to insist upon or enforce strict performance of any provision of these terms and conditions shall not be construed as a waiver of any provision or right. Neither the course of conduct between the parties nor trade practice shall act to modify any of these terms and conditions. ViaRV Interlock may assign its rights and duties under this Agreement to any party at any time without notice to you.

## **USE OF SITE**

Harassment in any manner or form on the site, including via e-mail, chat or by use of obscene or abusive language is strictly forbidden. Impersonation of others, including a ViaRV Interlock or other licensed employee, host or representative, as well as other members or visitors of the site is prohibited. You may not upload to, distribute or otherwise publish through the site any content which is libelous, defamatory, obscene, threatening, invasive of privacy or publicity rights, abusive, illegal, or otherwise objectionable which may constitute or encourage a criminal offense, violate the rights of any party or which may otherwise give rise to liability or violate any law. You may not upload commercial content on the site or use the site to solicit others to join or become members of any other commercial online service or other organization.

## **INDEMNIFICATION**

You agree to indemnify, defend, and hold harmless ViaRV Interlock, its officers, directors, employees, agents, licensors and suppliers (collectively the “Service Providers”) from and against all losses, expenses, damages and costs, including reasonable attorneys’ fees, resulting from any violation of these terms and conditions or any activity related to your account (including negligent or wrongful conduct) by you or any other person accessing the site using your Internet account.

## **THIRD-PARTY LINKS**

In an attempt to provide increased value to our visitors, ViaRV Interlock may link to sites operated by third parties. However, even if the third party is affiliated with ViaRV Interlock, ViaRV Interlock has no control over these linked sites, all of which have separate privacy and data collection practices, independent of ViaRV Interlock. These linked sites are only for your convenience and therefore you access them at your own risk. Nonetheless, ViaRV Interlock seeks to protect the integrity of its web site and the links placed upon it and therefore requests any feedback on not only its own site, but also on sites it links to as well (including feedback that a specific link does not work).

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## **Product Warranty and Returns**

ViaRV Interlock stands behind every Draeger Interlock devices we lease. If during the first year of operation any ViaRV Interlock Draeger unit ceases to function properly, ViaRV Interlock will repair or replace the defective product at no charge.

It is essential to take proper care of your ViaRV Interlock breathalyzer to avoid having to send the product back for warranty service. Make sure you wait 15-20 minutes after eating, drinking, or smoking before blowing into the tester. Draeger sensors are an extremely sensitive component. Blowing any residual alcohol, smoke, saliva, or food into the tester can permanently damage your product and possibly void the warranty. Products showing unusual wear, abuse, alteration, items dropped, or accidentally broken, will not be covered under the warranty. In addition, the warranty does not cover batteries or replacement bulbs.

To obtain warranty service, please call 1-800-660-7643, describe the issue you are having, and request a return authorization. Customers are responsible for return shipping back to ViaRV Interlock’s service center.

Please read your Alcovisor product manual for the complete terms and conditions of this one year limited warranty.

### **10 Day Return Policy**

If you are not 100% satisfied with your merchandise, we’ll gladly exchange it or give you a refund for the full purchase price paid, whichever you prefer, within 10 days of receipt of the shipment. Customers are responsible for return shipping costs unless the product arrives damaged or defective. Non-defective/damaged returns are subject to a restocking fee of up to 20%.

NOTE: If a product is received defective or incorrect, please contact us immediately and we will do whatever possible to resolve the issue. We will only cover return shipping if we are notified prior to return.

#### How to Make a Return

##### Step 1 – Contact our service department

- You will receive your return instructions after speaking with one of our service department team members.
- Call: 425-361-7583

##### Step 2 – Pack your item

- Place your item in the original manufacturer's packaging.
- Place the original package into a shipping carton along with a copy of your receipt.
- Please do not place stickers or shipping labels on the original manufacturer's package.

##### Step 3 – Ship your item

- We recommend you ship via insured ground service with a tracking number. Return shipping charges are the responsibility of the customer. We are not responsible for lost or damaged packages.
- Ship to the address below:

ViaRV Interlock

Attn: Service Department  
13718 Mukiteo Speedway,  
Lynnwood, WA 98087

#### Refund Policy

Once our service department has received and inspected your return, your refund or exchange will be issued. ViaRV Interlock reserves the right to refuse return, refund and/or charge a restocking fee for any product that doesn't comply with the above mentioned requirements.