

## FAQ

At HighTechBusinessCards.com, we've done our best to create a Web site that anticipates our customers' needs. With that goal in mind, we've compiled a list of frequently asked questions. If you do not find an answer to your question here, contact us at 615.294.3679 or send us an e-mail.

### [CUSTOMER SERVICE]

How long does it take to receive my CD Business cards?

After you have approved the "Pre Master" it takes about 10-15 business days to receive CDs.

How long does it take to receive my CD Resume cards?

These are short run items and can be done in about 7 days.

How do you address privacy issues regarding my company's information?

We never sell information collected about our customers to others.

### [SALES]

How much does it cost? "The #1 Question"

CD Business Card programming cost \$499, \$749 and \$999. It is determined by the time and size of the programming involved. Visit the Services page for details of each item in greater detail.

CD Resume programming cost \$199 and includes 10 CDs. Visit the Services page for details of each item in greater detail.

Web Sites cost; 1 Page-\$99, 5 Page-\$499, 15 Page-\$999. Visit the Services page for details of each item in greater detail.

Can I purchase all of your products and services online?

We have tried to make many of our products and services available online. If something cannot be found please notify us and we try to accommodate your request.

### [SUPPORT]

What if my customers have a problem with the CD?

Have them contact us and we will assist in technical support.

What if there is a problem with my web site?

Contact us immediately, if the problem is programming or hosting we will correct the problem.

The CD will not play in my computer. What is wrong?

E-mail us with the problem and we will provide you several solutions that may help.

[BILLING]

Where do I send payment?  
High Tech Business Cards.com  
600 Murfreesboro Rd.  
Franklin, Tennessee 37064

Do you take credit card orders? If so what types?  
Yes, we accept all major credit cards.

Can I pay by personal or business check?  
Yes, work will begin after the check clears. Mail to:  
High Tech Business Cards.com  
600 Murfreesboro Rd.  
Franklin, Tennessee 37064

How can I re-order CDs?  
Go to our Online Store.

Can I pay for yearly web hosting, and other services online?  
Yes, we have made it easy to pay for hosting and other services online.

[PRODUCT / SERVICE SPECIFIC]

CD Business Cards:

Can you place a particular song on my CD Business project?  
Only if you have written permission from the artist; however, we have a large collection of songs and background music royalty free. Our team can find music to fit any project.

Can you advertise other businesses and web links on my CD Business cards?  
Yes, this is a very good way to offset the programming cost of your CD project.

What information will you need to start building my company's CD project?  
Just send us your business card, brochure, catalog, photos, and any other information about your company and/or services. Our team of professionals will do the rest.

CD Resumes:

Can I re-order CD Resume cards?  
Yes, call during normal business hours or e-mail us anytime to place another order.

Do I need to have my resume done before I use your CD Resume service?

No, we can build a professional resume for you. This fee is in addition to the Resume package price.

#### Web Sites & Hosting:

What type of web sites are NOT allowed by your company?

All services may be used for lawful purposes only. Transmission, storage, or presentation of any information, data or material in violation of any United States Federal, State or City law is prohibited. This includes, but is not limited to: copyrighted material, material we judge to be threatening or obscene, or material protected by trade secret and other statute. The subscriber agrees to indemnify and hold High Tech Business Cards LLC harmless from any claims resulting from the use of the service which damages the subscriber or any other party. In addition, any site selling or promoting Bulk e-mail services, software and/or e-mail addresses is not allowed.

Note: Pornography and sex-related merchandising are prohibited on all servers. This includes sites that may infer sexual content, ad banners, or link to adult content elsewhere. This is also true for sites that promote any illegal activity or content that may be damaging to our servers or any other server on the internet. Links to such materials are also prohibited.

Examples of non-acceptable content, ad banners or links:

- Pirated software
- Hackers programs or archives
- Warez Sites
- Pornography Sites
- Gambling Sites
- MP3
- IRC Bots

High Tech Business Cards.com will be the sole arbiter as to what constitutes a violation of this provision.

Can I sell advertising space on my web site?

Yes, as long as it does not violate the restrictions listed above. This is a good way to offset the cost of your web site and provide a revenue stream.

Can I build and update my web site and just have you host it?

Yes. We will give you web space and access to "c panel" software. However, we do not teach you how to build a web site.

Do you update web sites weekly or monthly?

Yes, this one of our strongest points. We feel that if a web site is not updated often then people will stop coming to the site. This is why many web sites fail. They were built and never touched again. Visitors came back to the web site and did not find anything new so they never returned.

How long does it take to build a web site?

Our staff can build a normal 15 page non-commerce site in about 3 weeks after all your company information has been submitted.

[MISCELLANEOUS]

Can I copy or duplicate the CDs myself?

No, this would infringe on our copyrights and company name. This insures a high quality product with our reputation on the line.

Can I duplicate my CDs somewhere else?

Only with written authorization from High Tech Business Cards.com can another company duplicate any project we create. You must purchase a special waiver from us.

Can you remove your company logo and copyrights on my CD project?

Only with written authorization from High Tech Business Cards.com can our company logo and information be removed from any project we create. You must purchase a special waiver from us.