

Terms and Conditions of End User Agreement

Service of Process

Fees and Levels of Service:

*Service Fees include up to 3 attempts at a single address. If the address is deemed to be no longer good, is vacant, does not exist, or the service is cancelled after an attempt has been made, the service fee will be satisfied and no further attempts will be made. **New addresses are charged a new service fee SEE Rate Sheet**.*

Client agrees to the terms and conditions. Payment is due in advance on first-time clients. Once purchasing your service other charges may apply. The client agrees to a late fee of \$25.00 and an interest rate of 1.5%. Liability is limited to \$250.00 per order. The customer agrees that, should any disputes arise related to the services provided, the venue shall be in Shasta County, California. Prices may vary according to difficulty and/or your special needs.

Services may vary by location, service level and/or the amount of time spent completing Process Services. Witness fee's may be required by court rules or statute. Delta Hawk Protective Agency & Investigations will advance such fees for customers in good standing. For customers choosing Credit Card as a payment method, a 4.2% merchant fee will be added on the amount processed and collected for any statutory court or witness fees required by court rule or statute. For customers choosing to pay by check, a convenience fee of 10% will be added onto the amount processed and collected for any statutory court or witness fees required by court rule or statute. If the advance is over \$500.00, we will require immediate reimbursement. If reimbursement of any advanced fee is received within 5 business days, a \$10 convenience fee will be assessed, and the 10% fee will be waived. Delta Hawk Protective Agency & Investigations charges a \$35.00 fee for returned checks. Delta Hawk Protective Agency & Investigations reserves the right to change its fee structure at any time without notice. You may request a schedule of our fees at any time by contacting Info@deltahawkprotective.com

Service of Process Fees and Levels of Service: *Service Fees include up to 3 attempts at a single address. If the address is deemed to be no longer good, is vacant, does not exist, or the service is cancelled after an attempt has been made, the service fee will be satisfied and no further attempts will be made. **New addresses are charged a new service fee. See service Rates Form.***

Payment options and Terms: Delta Hawk Protective Agency & Investigations supports two payment options:

- 1) **Credit Card** (Defaulted account type)
- 2) **Check** (Open Credit on approved credit)

- **Standard Service:** Standard service means that our Process Server will make the FIRST attempt within 3 (72 Hours) business days of receiving service of process in California and we will continue to make at least one attempt or more every 3-7 days up to 3 attempts.
- **Urgent (RUSH) Service:** Urgent service means that our Process Server will make the FIRST attempt within 2 (48 Hours) business days, if received by the cut off time, otherwise an attempt will be made the next day. We continue to make at least one attempt everyday up to 3 attempts. (Geographic Restrictions Apply)
- **Same Day Service:** On Demand is used when a service attempt is needed same day and the order is placed after the cut off time or if a service needs to be attempted within a few hours. We continue to make at least one attempt everyday up to 3 attempts. (Geographic Restrictions Apply)

If you choose to pay by Credit Card, you hereby authorize Delta Hawk Protective Agency & Investigations to charge your Credit Card on file for the total amount of fees charged by Delta Hawk Protective Agency & Investigations for their Services, plus any statutory court or witness fees. A 4.2% merchant fee will be added to process and collect any statutory court or witness fees required by court rule or statute in accordance with applicable law. By choosing to pay by Credit Card, you represent and warrant to Delta Hawk Protective Agency & Investigations that any statutory court or witness fees collected and processed by Delta Hawk Protective Agency & Investigations on your behalf.

If you choose to pay by Check, it is understood and agreed that you are requesting an open credit account and must first be approved by management. If applying for open credit, a valid Visa, MasterCard, American Express or Discover card will be required as a payment guarantee. If Open Credit payment terms are granted, you understand and agree that we will send you an invoice every 2 weeks for the Services rendered, which must be paid within 15 days from the date of the invoice. Customers who are on our **Contract Members Account**, and are in good standing, will receive our Contract Member Rates. In the event that invoices are not paid within 30 days or statements are not paid by the 30th of the ensuing month the following will apply:

- (1) A service fee of one and one-half percent (1.5 %) per month will be added on all past due invoices.**
- (2) You agree that a Thirty-Five Dollars (\$35.00) fee will be assessed for all returned checks.**
- (3) You authorize Delta Hawk Protective Agency & Investigations to charge your credit card on file.**
- (4) You agree to pay all costs and actual attorney's fees in the event that collection efforts become necessary;**

(5) Delta Hawk Protective Agency & Investigations reserves the right to immediately withdraw credit.

Customer also agrees to abide by all other terms and conditions displayed on Delta Hawk Protective Agency & Investigations invoices and billing statements.

Special requirements. Service between 9 PM to 8 AM, **Specific days (Sundays & Federal Holidays)**, times, set up appointments, difficult serves or evaders ect. In addition to regular charges.

Cancellation. Customer may cancel a request at any time at no charge, unless there has already been a Milestone Event in the life of the order, in which case the order will be billed at full rate. Milestone Events are determined at the sole discretion of Delta Hawk Protective Agency & Investigations. A Milestone Event includes, but is not limited to, the first attempt by a process server on an order.

Cost Advancement. Customer may be approved for court cost or other cost advancement at the sole discretion of Delta Hawk Protective Agency & Investigations Other wise customer is solely responsible for submitting proper fees along with the service request.

Third Party Payment: Customer agrees that it is directly liable for payment for any Services rendered by Delta Hawk Protective Agency & Investigations, and non-payment or slow-payment by third parties (including customers or clients) does not alter this obligation.

Password Protection: Customer is responsible for maintaining strictly confidential the password that Customer chooses with respect to any services or transactions ordered or entered on the Delta Hawk Protective Agency & Investigations Client Portal site. Subject to applicable law, Customer agrees to be liable for all uses made of its Password whether or not actually authorized by Customer. Customer agrees not to provide its Password to any person who is not authorized to act on Customer's behalf.

Injuries-Damages: Delta Hawk Protective Agency & Investigations shall use reasonable and ordinary care in performing the Services, but shall not be liable for any incidental or consequential damages. Any damages recoverable against Delta Hawk Protective Agency & Investigations based upon an alleged error or omission, shall be limited to, at maximum, the amount of fees received by Delta Hawk Protective Agency & Investigations from that customer for the previous calendar month of service.

Jurisdiction and Venue: In the event of any dispute regarding fees or charges unpaid to Delta Hawk Protective Agency & Investigations, court jurisdiction and venue will lie in the Shasta County Superior Court. Any other dispute between Delta Hawk Protective Agency & Investigations and Customer, whether arising from contract, tort or otherwise, shall be resolved by binding arbitration before the American Arbitration Association and in accordance with its Rules.

No Warranties On Services Ordered On Website: Customer agrees that its use of Delta Hawk Protective Agency & Investigations website and information on the website is at Customer's sole risk. All services ordered on the website will be provided on an "as available" basis and without warranty. Delta Hawk Protective Agency & Investigations

assumes no responsibility for errors or omissions on its website and Customer agrees that Delta Hawk Protective Agency & Investigations shall not be responsible in any way for the functionality, specifications or other aspects of its website, and does not guarantee continuous, uninterrupted or secure access to Delta Hawk Protective Agency & Investigations on the website. Delta Hawk Protective Agency & Investigations reserves the right at any time and without prior notice to change the hours of operation of its website and to shut its website down for repairs or modification in its discretion. Customer is responsible for keeping its own copies of relevant transaction or case documents. Without limitation, Delta Hawk Protective Agency & Investigations makes no warranty and undertakes no liability with respect to (i) the functionality of its search or retrieval software, (ii) the content, format, accuracy or completeness of its forms, (iii) approval or processing of documents by courts or other government agencies, (iv) the uninterrupted secure or virus free access to its website, or (v) any damage or alteration of documents or information on any party's computer system resulting from computer "viruses" coming from or through the Delta Hawk Protective Agency & Investigations website.

Governing Law: This agreement and all disputes relating thereto shall be governed and decided under California Law.

Entire Agreement: These Terms and Conditions, together with the terms and conditions found on Delta Hawk Protective Agency & Investigations invoices or monthly statements, shall constitute the entire agreement between Customer and Delta Hawk Protective Agency & Investigations. These Terms and Conditions may not be altered except by an agreed writing executed between the parties.

General on Background and Private Investigations

Private Investigations services will be under a contractual agreement posted on the Private Investigators page between Delta Hawk Protective Agency and Investigations and the Client.

Delta Hawk Protective Agency and Investigations strives to deliver accurate and timely information products to assist your company (hereinafter "Client") in making intelligent decisions for a permissible purpose under applicable law. To this end, Delta Hawk Protective Agency and Investigations assembles information from a variety of sources, including databases maintained by consumer reporting agencies containing information from public records, other information repositories and third-party researchers. Please understand that these information sources and resources are not maintained by Delta Hawk Protective Agency and Investigations. Therefore, it cannot be a guarantor that the information provided from these sources is absolutely accurate or current. Nevertheless, Delta Hawk Protective Agency and Investigations has in place procedures designed to respond promptly to claims of incorrect or inaccurate information in accordance with applicable law.

Client's Certification of FCRA Permissible Purpose(s)

Client certifies that all of its orders for information products from Delta Hawk Protective Agency and Investigations shall be made, and the resulting reports shall be used, for the following Fair Credit Reporting Act, 15 U.S.C. § 1681 et seq., permissible purposes only:

- Section 604(a)(1). As ordered by a court or federal grand jury subpoena.
- Section 604(a)(2). As instructed by the consumer in writing.
- Section 604(a)(3)(A). For the extension of credit as a result of an application from a consumer, or the review or collection of a consumer's account.
- Section 604(a)(3)(B). For employment purposes including evaluating a consumer for employment, promotion, reassignment or retention as an employee, where the consumer has given prior written permission.
- Section 604(a)(3)(C). For the underwriting of insurance as a result of an application from the consumer.
- Section 604 (a)(3)(D). To determine a consumer's eligibility for a license or other benefit granted by a governmental instrumentality required by law to consider an applicant's financial responsibility or status.
- Section 604(a)(3)(E). For use by a potential investor or servicer, or current insurer, in evaluating and/or assessing the credit or prepayment risk associated with an existing credit obligation.
- Section 604(a)(3)(F)(i). Where there is a legitimate business need, in connection with a business transaction that is initiated by the consumer.
- Section 604(a)(3)(F)(ii). To review a consumer's account to determine whether the consumer continues to meet the terms of the account.
- Section 604(a)(4) or (5). For use by state and/or local officials in connection with the determination of child support payments, or modifications and enforcement thereof.

Client's Certification of Legal Compliance

Client certifies to Delta Hawk Protective Agency and Investigations that the information products it receives will not be used in violation of any applicable federal or state laws. Client accepts full responsibility for using the information products it receives from Delta Hawk Protective Agency and Investigations in a legally acceptable fashion and the consequences of use and/or dissemination of those products. Client further agrees to put into place reasonable procedures for the fair and equitable use of background information

and to secure the confidentiality of private information. Client agrees to take precautionary measures to protect the security and dissemination of this information including, for example, restricting terminal access, utilizing passwords to restrict access to terminal devices, and securing access to, dissemination and destruction of hard copy reports. Client agrees to abide by the security requirements listed in the Access Security Requirements attached to this Agreement as Addendum A, and incorporated fully herein. Likewise, as a condition of your entering into this Agreement, you will be required to certify that Client also has in place reasonable procedures designed to comply with all applicable state and federal laws. You also will be required to certify that Client will retain any information it receives from Delta Hawk Protective Agency and Investigations for a period of five years from the date the report was received.

A. When Information Products are Used for Employment Purposes

If the information products Client obtains from Delta Hawk Protective Agency and Investigations are to be used for an employment purpose, Client certifies that prior to obtaining or causing a “consumer report” and/or “investigative consumer report” to be obtained, a clear and conspicuous disclosure, in a document consisting solely of the disclosure, will be made in writing to the consumer explaining that a consumer report and/or investigative consumer report may be obtained for employment purposes. This disclosure will satisfy all requirements identified in Section 606(a)(1) of the FCRA as well as any applicable state or local laws. The consumer will have authorized, in writing, the obtaining of the report by Client.

If the consumer is denied employment, or other adverse employment action taken based in whole or in part on the information products provided by Delta Hawk Protective Agency and Investigations, Client will provide to the consumer: (1) a copy of the report; and (2) a description, in writing, of the rights of the consumer entitled: “A Summary of Your Rights Under the Fair Credit Reporting Act” and (3) the pre-adverse and adverse notifications as contemplated in the FCRA. Client hereby acknowledges that it has received a copy of the Summary of Rights (16 C.F.R. Part 601, Appendix A) and Notice of User Responsibility (16 C.F.R. Part 601, Appendix C).

B. Investigative Consumer Reports

If the consumer makes a written request within a reasonable amount of time, Client will provide: (1) information about whether an investigative consumer report has been requested; (2) if an investigative consumer report has been requested, written disclosure of the nature and scope of the investigation requested; and (3) Delta Hawk Protective Agency and Investigations contact information, including complete address and telephone number as indicated at the end of this Agreement. This information will be provided no later than five days after the request for such disclosure was received from the consumer or such report was first requested, whichever is the latter.

Additional Requirements for Moving Violation Reports (MVRs) and Driving Records

Client hereby certifies that Moving Violation Reports and/or Driving Records (MVRs) shall only be ordered in strict compliance with the Driver Privacy Protection Act (“DPPA”, at 18 U.S.C. § 2721 et seq.) and any related state laws. Client further certifies that no MVRs shall be ordered without first obtaining the written consent of the consumer to obtain “driving records,” evidence of which may be requested by, and transmitted to Delta Hawk Protective Agency and Investigations in the form of the consumer’s signed release authorization form. Client also certifies that it will use this information only in the normal course of business to obtain lawful information relating to the holder of a commercial driver’s license or to verify information provided by an applicant or employee. Client shall not transmit any data contained in the resulting MVR via the public internet, electronic mail, or other unsecured means.

General Provisions

Client agrees not to resell, sub-license, deliver, display or otherwise distribute to any third party any of the information products addressed herein, except as required by law or when authorized by the consumer in writing. Client may not assign or transfer this Agreement without the prior written consent of Delta Hawk Protective Agency and Investigations. If any of the provisions of this Agreement become invalid, illegal or unenforceable in any respect, the validity, legality and enforceability of the remaining provisions shall not in any way be impacted. By agreement of the parties, California law shall guide the interpretation of this Agreement, if such interpretation is required. All litigation arising out of this Agreement shall be commenced in California, and the parties hereby consent to such jurisdiction and venue. Any written notice by either party shall be delivered personally by messenger, private mail courier service, or sent by registered or certified mail, return receipt requested, postage prepaid to the addresses listed below. This Agreement shall be construed as if it were jointly prepared. Both parties agree that this Agreement constitutes all conditions of service, present and future. Changes to these conditions may be made only by mutual written consent of an authorized representative of Client and an officer of Delta Hawk Protective Agency and Investigations. The headings of each section shall have no effect upon the construction or interpretation of any part of this Agreement.

If Client is permitted to request consumer reports for employment purposes via Delta Hawk Protective Agency and Investigations’ website then, in addition to all other obligations, Client agrees to abide by such additional conditions that may be imposed to utilize the website, provide all required certifications electronically, to maintain complete and accurate files containing all required consent, authorization and disclosure forms with regard to each consumer for whom a report has been requested, and maintain strict security procedures and controls to assure that its personnel are not able to use Client’s Internet access to obtain reports for improper, illegal, or unauthorized purposes. Client agrees to allow Delta Hawk Protective Agency and Investigations to audit its records at any time, upon reasonable notice given. Violations discovered by Delta Hawk Protective Agency and Investigations may result in immediate termination of the account, legal action, and/or referral to federal or state regulatory agencies.

Fees and Payment

Client agrees to pay nonrefundable fees and other charges for Delta Hawk Protective Agency and Investigations background check services. Full payment must be made in advance or on a Client Contract net 30 day. At Delta Hawk Protective Agency and Investigations option, payments not received thirty (30) days after the date of the invoice will cause the account to be placed on temporary interruption, with no additional requests being processed until the balance due is paid in full or arrangements have been made with Delta Hawk Protective Agency and Investigations' Accounts Payable Department. Accounts with invoices unpaid (90) days or more will be assessed an interest charge of 1 ½ % per month, as allowed by applicable law. If the account goes to collection, Client agrees to pay all collection expenses, including attorneys' fees and court costs. Client agrees that providing credit card information and submitting it electronically to Delta Hawk Protective Agency and Investigations represents a legal authorization to debit the card for the orders placed or for non-payment per the 30 day terms. Client agrees that prices for services are subject to change without notice, although Delta Hawk Protective Agency and Investigations will make every reasonable effort to give notice of such change before it becomes effective. Any account that remains inactive for a period of twelve (12) months will be deemed inactive and may be terminated by Delta Hawk Protective Agency and Investigations.

Warranties and Remedies

Client understands that Delta Hawk Protective Agency and Investigations obtains the information reported in its information products from various third party sources "AS IS", and therefore is providing the information to Client "AS IS". Delta Hawk Protective Agency and Investigations makes no representation or warranty whatsoever, express or implied, including but not limited to, implied warranties of merchantability or fitness for particular purpose, or implied warranties arising from the course of dealing or a course of performance with respect to the accuracy, validity, or completeness of any information products and/or consumer reports, that the information products will meet Client's needs, or will be provided on an uninterrupted basis; Delta Hawk Protective Agency and Investigations expressly disclaims any and all such representations and warranties. Delta Hawk Protective Agency and Investigations will not be liable for any indirect, incidental, consequential, or special damages for loss of profits, whether incurred as a result of negligence or otherwise, even if Delta Hawk Protective Agency and Investigations has been advised of the possibility of such damages. Client agrees to indemnify and hold harmless Delta Hawk Protective Agency and Investigations, its successors and assigns, officers, directors, employees, agents and suppliers from any and all claims, actions or liabilities arising from or with respect to information products provided by it. Delta Hawk Protective Agency and Investigations nevertheless agrees to be responsible for actual damages to the extent of and maximum stated herein for third party claims directly resulting from Delta Hawk Protective Agency and Investigations' sole negligence in assembling the consumer report. Delta Hawk Protective Agency and Investigations' maximum aggregate liability for damages in this regard shall not exceed an amount equal to the price paid by Client to Delta Hawk Protective Agency and

Investigations for the consumer report(s) at issue. Delta Hawk Protective Agency and Investigations does not guarantee Client's compliance with all applicable laws in its use of reported information, and makes no effort to provide compliance related services in connection with its furnishing of reports. Client understands that any conversation or communication with Delta Hawk Protective Agency and Investigations representatives regarding searches, verifications or other services offered by Delta Hawk Protective Agency and Investigations are not to be considered a legal opinion regarding its use. Client agrees that it will consult with its own legal or other counsel regarding the legality of using or relying on reported information in making employment decisions.

Term and Termination

The term of this Agreement shall begin on the date it is executed by Client and will continue for a period of one (1) year from that date, unless earlier terminated in writing. This Agreement will renew automatically for successive one (1) year periods unless either party gives written notice to the other party of its intent to terminate the Agreement. Such notice of intent to terminate must be given no less than thirty (30) days prior to the proposed termination date. Delta Hawk Protective Agency and Investigations may terminate or revise the provisions of this Agreement immediately upon written notice if Client is the debtor in a bankruptcy action or in an assignment for the benefit of creditors or if Client undergoes a change in ownership. Termination of this Agreement by either party does not release Client from its obligation to pay for services rendered.

Force Majeure

User agrees that Delta Hawk Protective Agency and Investigations is not responsible for any events or circumstances beyond its control (e.g., including but not limited to war, riots, embargoes, strikes and/or Acts of God) that prevent Delta Hawk Protective Agency and Investigations from meeting its obligations under this Agreement.

Execution

This Agreement may be executed in any number of counterparts, each of which shall be deemed an original, but all of which taken together shall constitute one and the same instrument. A signature on a copy of this Agreement received by either party by facsimile is binding upon the other party as an original. The parties shall treat a photocopy of such facsimile as a duplicate original. The individual accepting and executing this document represent that he or she is authorized to do so.

In accordance with the Electronic Signatures Act, which became effective October 1st 2000, placing a check mark in the box beside the statement "I agree to Delta Hawk Protective Agency and Investigations Terms and Conditions" is the equivalent of your personal signature, indicating acceptance of Delta Hawk Protective Agency and

Investigations Terms and Conditions. User has the right to print, sign and fax these Terms and Conditions to 530-244-2447 in lieu of providing an electronic signature. User should include his or her printed name and phone number on the Terms and Conditions. Delta Hawk Protective Agency and Investigations will contact the User to complete the account setup. User has the right to withdraw consent to these Terms and Conditions, effective upon Delta Hawk Protective Agency and Investigations' receipt of a written statement indicating the same, via certified US Postal Service or other delivery method requiring signature upon receipt. Withdrawal of consent will result in loss of access to the User's account and the account being designated as inactive. Electronic signature of these Terms and Conditions pertains only to this document and its content. User may obtain a printed version of these Terms and Conditions any time by contacting Delta Hawk Protective Agency and Investigations at info@DeltaHawkProtective.com or 530-244-9227. There is no fee for obtaining a printed version of the Terms and Conditions. Delta Hawk Protective Agency and Investigations recommends the User save a copy of the Terms and Conditions to his or her own computer. User should save the text in a format he or she will be able to access at their convenience.

ADDENDUM A

Access Security Requirements

The parties acknowledge we must work together to protect the privacy of consumers. The following measures are designed to reduce unauthorized access of consumer reports. In accessing consumer information, Client agrees to the following:

1. Client will take reasonable procedures to protect its User ID and password so that only key personnel employed by your company know this sensitive information, including not posting this information anywhere in the facility. Client agrees to change account passwords immediately if a person who knows the password leaves its company or no longer needs to have access due to a change in duties.
2. Client agrees that system access software, whether developed by your company or purchased from a third party vendor, will have Client's User ID and password "hidden" or embedded and be known only by supervisory personnel. Client will assign each user of its system access software a unique logon password. If such system access software is replaced by different access software and therefore no longer in use or, alternatively, the hardware upon which such system access software resides is no longer being used or is being disposed of, Client will change its password immediately.
3. Client agrees it will not discuss its User ID or password by telephone with any unknown caller, even if the caller claims to be an employee of Delta Hawk Protective Agency and Investigations.
4. Client will restrict the ability to obtain consumer information to a few key personnel.

5. Client agrees to place all terminal devices used to obtain consumer information in a secure location within its facility so that unauthorized persons cannot easily access them.
6. Client agrees it will turn off and lock all devices or systems used to obtain consumer information.
7. Client will secure hard copies and electronic files of consumer reports within its facility so that unauthorized persons cannot easily access them.
8. Client agrees to shred and/or destroy all hard copy consumer reports when they are no longer needed and erase and overwrite or scramble electronic files containing consumer information when no longer needed and when applicable regulation(s) permit destruction.
9. Client agrees to notify its employees that Client can access credit information only for the permissible purposes listed in the Permissible Purpose under the FCRA.

End.

Delta Hawk Protective Agency and Investigations
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