

# Terms of Use & Policies

## Website Operation - Contact & Billing

<b>Inhaber der Webseite:</b> FQ Fashion Inh. Oliver Lembeck Bgm.-Förg-Str.41 b D-86807 Buchloe	<b>Owner of Website:</b> FQ Fashion Inh. Oliver Lembeck Bgm.-Förg-Str.41 b D-86807 Buchloe
<a href="#">E-Mail</a>	<a href="#">E-Mail</a>
 ...much more than online payment solutions	
<b>Zahlungsabwicklung:</b> INET-CASH GmbH Olaf Kaderka (Geschäftsführer) Am Stadtbad 14 DE-59065 Hamm support at inet-cash.de Tel. 02381 - 915 172 UST-ID-Nr.: DE1586544191	<b>Payment Processor:</b> INET-CASH GmbH Olaf Kaderka (CEO) Am Stadtbad 14 DE-59065 Hamm support at inet-cash.de Tel. 02381 - 915 172 UST-ID-Nr.: DE1586544191
<b>Information für Kreditkartenzahler:</b> Auf Ihrer Kreditkartenabrechnung erscheint ein neutraler Buchungstext.	<b>Information for Creditcard User:</b> On your credit card statement there will be a neutral text.

## General Notice

All notices, policies and legal disclaimers hereafter apply to all pages within the web site linking to this legal information.

All persons appearing in the photo and video material presented on this web site were at least 18 years of age at the time of content production. None of the material presented is intended to convey the impression that any character is under 18 years old. All persons appearing in the photo or video material of this web site have signed appropriate content production documentation papers and have provided proof of age through appropriate identification documents. All proofs of age are held on file by the site's custodian of records - contactable at the 'custodian of records' address - and are available for inspection by the appropriate authorities upon request.

This web site deals with fictitious role play. None of the material presented is intended to encourage the viewer to conduct or imitate these practices in real life. All images and videos were recorded with adult actors, performing fantasy role-plays. All performers have consented to participate in the photo and video material produced for this web site of their own free will. None of the activities and practices presented on this web site took place involuntarily for any person involved.

The content owner or operator of this web does not affirm or assume responsibility that the material presented is in compliance with law applicable outside their own jurisdiction, or outside the country from which the web site operates. It is strictly prohibited to access this site from any country, state or community, if the consumer's respective law bars, bans or forbids accessing or consuming adult oriented material.

## Privacy Policy

Your privacy is important to us. To protect your privacy we provide this notice explaining our data collection practices. We collect information from you when you register on our web site, place an order, subscribe to a newsletter, respond to a survey or fill out a form.

When ordering or registering on our web site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone number or credit card or bank account information.

Any of the information we collect from you may be used in one of the following ways: (a) to personalize your experience, (b) to improve our website, (c) to improve customer service, (d) to process transactions.

Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.

The email address you provide for order processing will only be used to send you information and updates relating to your specific order or request.

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information. We offer the use of a secure server. All sensitive/credit information supplied is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our payment gateway provider's database where it is accessible only by those authorized with special access rights to such systems, and who are required to keep the information confidential.

We use cookies to help us remember and process the items in your shopping cart, understand and save your preferences for future visits, keep track of advertisements and 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.

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information, except for trusted third 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 others or our rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party 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 sites.

We do not collect any information from anyone under 18 years of age. Our website, products and services are all directed to people who are at least 18 years old or older.

This online privacy policy applies only to information collected online through our web site, but does not apply to information collected offline.

You can access all your personally identifiable information that we collect by contacting us at any time. To access or request or correct/modify billing specific data (e.g. your credit card number, bank account number, account holder address data, etc.) you will need to contact the payment processor who processed your order.

We reserve the right to change this privacy policy at any time. Please check this page regularly, to ascertain whether any changes have occurred since you last reviewed the policy.

By using our website, you consent to the privacy policy above.

## **Links to external sites**

Throughout our site you may find links to further external web sites. Although every effort is made to ensure that these links are accurate, relevant and of legally harmless and inoffensive nature, we cannot assume responsibility for pages maintained by external providers.

Please note that external links may include material of sexually explicit nature, subject to dedicated legal requirements and restrictions that are not related or covered by this legal information. Upon entering a 3<sup>rd</sup> party web site, it is the consumer's liability to locate, read and agree to the 3<sup>rd</sup> party's specific legal information and requirements.

## **Chargeback Policy**

Reclaiming a valid and concluded charge for a premium service that is subject to costs – such as entering a protected members area, viewing or downloading content reserved for paying customers, receiving physical goods - is fraudulent. If you deny, dispute or reclaim a valid charge, your address data, email address, IP address and payment data – such as credit card numbers and bank account data - will automatically be added to a blacklist database at our payment processors. You will no longer be able to purchase further goods or services through our billing company and affiliated payment processors.

We maintain extensive procedures to detect and uncover credit card fraud. We cooperate with appropriate international authorities and collecting agencies, for unrestricted prosecution of any case of credit card deception. We also reserve the right to submit personal consumer's data associated with fraudulent orders and unjustified chargebacks to the responsible authorities.

To avoid the measures above we encourage you to contact us first in case of any problems with our products, services or your account billing.

## **Refund Policy**

Refunds will only be honored in the unlikely case of an order not being processed in a timely manner as advertized, or in the event of an irresolvable technical problem on the part on our part. To claim a refund, customers must send a written request to the support services of our web site or billing company, including a detailed explanation of why the consumer believes a refund is justified. In case of a technical problem on our part, consumer must allow up to 5 business days for rectification.

## **Anti Spam Policy**

We maintain a zero-tolerance anti-spam policy, and do not conduct any kind of marketing through spam activities, such as unsolicited emails, unsolicited IM messaging, mass postings in newsgroups, or any other kind of abusive marketing strategies.

Although we carefully handpick our marketing partners, we cannot completely control the individual marketing strategies of the affiliates registered in our reseller program. If you believe that you're a victim of an abusive marketing strategy in the name of our web site, please contact us.

## **Support Policy**

In case of any questions about or problems with our web site such as login problems, signup issues, or questions about your orders/subscriptions we provide proficient support services. For a swift reply, support requests should be sent by email, written in English and should contain a precise description of the problem or question, including relevant customer details that help us to identify your membership or order, such as usernames, email addresses, order numbers and order dates.

In case of specific billing questions – such as about charges on your credit card or in your bank account – we reserve the right to forward your email to the payment processor who was processing your order.

To ensure problem-free and unrestricted use of our products and services, your computer needs to meet the following minimum software requirements:

### **Operating System:**

- Windows XP or later
- Mac OS X 10.4 or later

### **Browser:**

- Microsoft Internet Explorer – Version 7 or later
- Mozilla Firefox – Version 7 or later
- Google Chrome - all versions
- Safari – Version 5 or later

## **Copyright notice**

All material on our web site is either copyrighted or licensed to us. None of the material presented regardless of whether it is presented in the public or protected areas of the web site - may be reproduced, copied, edited, published or re-distributed without permission from the content owner or license holder.