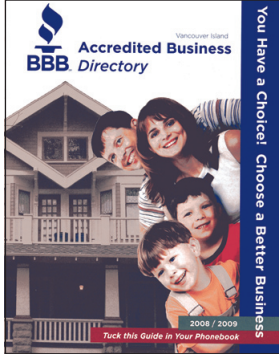




BBB ACCREDITED BUSINESS DIRECTORY

The Official Directory of Better Business Bureau Vancouver Island member companies

2010 Terms & Conditions



THE BETTER BUSINESS BUREAU ACCREDITED BUSINESS DIRECTORY

The BBB Accredited Business Directory is the flagship publication of the BBB.

It is distributed to all members, various households and some businesses throughout Vancouver Island.

- You will find it is one of the first places consumers look for products and services.
- Build trust and confidence in your company name.
- Gain access to potential clients who use this directory on a regular basis.
- Members deal with members. Show support for you association and keep your products and/or services top of mind with all members and other consumers all year long.
- When a sales person calls you to discuss advertising in the 2010 directory, we encourage you to take advantage of the opportunity.

BBB "Mark of Integrity"

Production:

1-800-208-2011 ext. 158

Sales:

Toll Free: 1-877-904-1214

Email:

craigmoorholdings@shaw.ca

ACCEPTANCE: All requests for a listing are subject to acceptance and review by Business Vancouver Island/Business Examiner (Licensed Publisher) and may be declined or rejected without explanation, recourse or liability.

AD/LISTING RATES: Remain in effect until September 30, 2009, and are subject to change without notice.

ARTWORK: Rates include typesetting and general ad/listing preparation. A digital file on CD in *Adobe Illustrator* .ai or .eps format, with fonts converted to outlines, is required for all ads which include logos and/or other detailed artwork. Extra charges may apply if extensive production is required.

PROOFS: A fax proof will be supplied for all display ads and paid listings to confirm the accuracy of information. Modifications and/or corrections must be advised by the advertiser — **in writing** — within **5 business days of the proof issue date**, otherwise the proof will be deemed as "approved as shown" and Business Vancouver Island/Business Examiner will not be liable for any errors, omissions or inaccuracies.

MODIFICATIONS: Every attempt will be made to satisfy advertiser's requests for modifications, however, any costs incurred as a result of a modification request must be paid by the advertiser.

CANCELLATIONS: Cancellations will not be accepted after **10 calendar days** from receipt of the signed space booking order. Exceptions will be made at the discretion of the Better Business Bureau Accredited Business Directory. Copy and art work may be changed up to two weeks before advertising space close.

ERRORS AND OMISSIONS: Every attempt will be made to reproduce ads to the advertiser's request and expectations. The Better Business Bureau and Business Vancouver Island/Business Examiner will be held harmless for any errors and/or omissions which occur in the final publication. Regardless of the error or omission, Vancouver Island/Business Examiner's liability, if any, is limited to a maximum of an amount equal to the fee paid by the advertiser/member for the ad/listing.

LIABILITY: Neither the Better Business Bureau Vancouver Island nor Business Vancouver Island/Business Examiner guarantees nor makes any claims as to the effectiveness or results to be obtained from ads/listings placed in the Better Business Bureau Accredited Business Directory. Advertising and listing fees are deemed earned by Business Vancouver Island/Business Examiner upon substantial distribution.

Business Vancouver Island/Business Examiner, independent and separate from the Better Business Bureau of Vancouver Island, is licensed to publish the Better Business Bureau Accredited Business Directory. Contracts and recourse for advertising in the Directory is with Business Vancouver Island/Business Examiner and not the Better Business Bureau of Vancouver Island.