

National Insulation Association

POLICY AND PROCEDURES

TITLE: Terms of Use

SECTION: Administration A-14

DATE: November 2011

SUPERSEDES:

National Insulation Association Copyright Policy and General Terms of Use for Website

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Hyperlink Policy

NIA does not endorse websites that link to any of NIA's websites. NIA will not be held liable for the content

¹ Reference to the "NIA website" refers to www.insulation.org, www.insulatemetalbuildings.org, www.insulationoutlook.com, and any other domain name owned by NIA.

of any site to or from which its sites are hyperlinked. NIA encourages anyone interested in mechanical insulation to link to <http://www.insulation.org> but discourages sites that are concerned only with the residential sector of the insulation market, as this does not coincide with NIA's mission. NIA provides members with NIA logos they may opt to use for the purpose of linking from their websites; please visit the members only section of the site for more details. Special exemptions to this policy can only be granted by the Executive Vice President/CEO.

Minimum Requirements for Hyperlink from NIA

In order to establish a hyperlink from the NIA website you must at least fulfill the following criteria:

1. Insulation companies that are members of NIA will automatically receive a hyperlink in the Membership Directory. If yours is not current, please contact the Membership Department to update your information. Insulation companies that are not members of NIA must become a member in order to have a website link added from the NIA website. All other requirements that follow are applicable to hyperlinks from the NIA website to sites other than insulation companies (other associations, for example).²
2. Your site audience should at least partially consist of industrial sector professionals and not be entirely focused on the residential industry because NIA does not represent the residential insulation market.
3. Your site must be professional in nature and may NOT include offensive, obscene and/or libelous material or any other material that may lead to civil or criminal liability and cannot be directly linked to any other sites that may include offensive, obscene and/or libelous material or any other material that may lead to civil or criminal liability.
4. You must commit to hyperlink back to the NIA website from your site within 10 business days.
5. If your company or organization does not have a direct relationship with NIA, your hyperlink may have to be approved by the Website Committee and/or the Technical Information Committee prior to publication on the NIA website.

Application for Hyperlink from NIA

Email niainfo@insulation.org and please include:

1. The URL of your website and the name of the company or organization that owns and manages it
2. A contact name, email address, and phone number for the site administrator
3. A brief explanation of your site's mission and audience, and why you feel a linking relationship would be mutually beneficial

Access and availability of service and links

The NIA website may contain links and references to third-party websites. These are provided for the convenience and interest of users and, on the part of NIA, this implies neither responsibility for, nor approval of, information contained in these websites. NIA makes no warranty, either express or implied, as to the accuracy, availability or content of information, text, graphics which are not under the 'insulation.org' domain. NIA has not tested any software located on other sites and does not make any representation as to the quality, safety, reliability or suitability of such software.

General Terms of Use

Access to, and use of, the NIA website constitutes acceptance of the terms and conditions of this policy. The NIA website is provided as a convenience to you and to our members for informational purposes only.

As a user of the NIA website, you are granted a limited, non-exclusive, non-transferable, revocable license to

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access and use the NIA website in accordance with this policy. You may use the NIA web site for your own personal non-commercial use and not for republication, distribution, assignment, sublicense, sale, preparation of derivative works or other use.

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Purchase Policies and Terms

Products and Services

- NIA Member Return/Cancellation Policy

If, for any reason, you are dissatisfied with your purchase, you may return the item(s) to NIA within 60 days of receipt of your shipment for a full product refund minus the cost of shipping and handling provided that the item(s) are returned in same condition as shipped. Certain items cannot be returned. These items include software, damaged items, products that have missing parts, *Contren* (formerly *Wheels of Learning*), the *Membership Directory & Resource Guide*, *Profitable Contracting*, and the *Insulation Materials Specification Guide*. We cannot offer refunds on items returned to the NIA office after 60 days. We will be more than happy to offer an exchange of products, if you are dissatisfied.

- Non-NIA Member Return/Cancellation Policy

If, for any reason, you are dissatisfied with your purchase, you may return the item(s) to NIA within 30 days of receipt of your shipment for a full product refund minus the cost of shipping and handling provided that the item(s) are returned in same condition as shipped. Certain items cannot be returned. These items include software, damaged items, products that have missing parts, *Contren* (formerly *Wheels of Learning*), the *Membership Directory & Resource Guide*, *Profitable Contracting*, and the *Insulation Materials Specification Guide*. We cannot offer refunds on items returned to the NIA office after 30 days. We will be more than happy to offer an exchange of products, if you are dissatisfied.

NIA Membership Dues Refund Policy

All NIA membership dues payments are final and are non-refundable.

Foundation Pledge Refund Policy

All Foundation pledge payments are final and are non-refundable.

Event Registration Refund Policy

All refund requests MUST be made in writing. Disbursement of refunds is outlined in the NIA Convention registration fee refund policy (this includes Golf Tournament fee refund policy) and the Committee Days registration fee refund policy which are printed on hard-copy registration forms and are listed on the Convention and Committee Days webpages.

Additional Terms

NIA offers its online store for all your product and service needs. You may purchase products online securely with real-time credit card processing. To order, please visit www.insulation.org/products. NIA Members must login to receive special discounted rates. Please contact membership@insulation.org if you have forgotten your login information.

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