

Terms and Conditions

The following terms and conditions are accepted by the Purchaser of Group of Gold Line ("Gold Line") products and services ("Purchaser"). The products and services acquired by the Purchaser are conditional on acceptance without modification of the terms and conditions contained herein.

1. Gold Line will not be responsible for any losses/damages as a result of changing calling card rates due to service provider changes. Gold Line does not represent or warrant that the services of its products or services will be uninterrupted or error-free. Gold Line will not be responsible to the Purchaser for any losses/damages, including consequential losses and damages howsoever caused. Gold Line's liability shall be expressly limited to a refund of the unused product or services.
2. After purchase products or services of Gold Line, the Purchaser must complete the registration process by providing current, complete and accurate information as required in the Registration Form in order to avoid problem of credit card abuse and fraudulent activities. Furthermore, the Purchaser is entirely responsible for any and all activities that occur under the purchased product or service.
3. It is Gold Line's policy to respect the privacy of the Purchaser. Please see our Privacy Policy link for further information.
4. As a condition of your use of Gold Line's products or services, the Purchaser will not use the products or services for any purpose that is unlawful or prohibited by these terms and conditions. The products or services are provided for personal use only. Any unauthorized commercial use of the products or services, or the resale of the products or services, is expressly prohibited. The Purchaser also agrees to abide by all applicable local, provincial, federal, state, national and international laws and regulations and is solely responsible for all acts or omissions that occur under your account or password, including the content of your transmissions through the products or services used.
5. The information and services included in or available through the products or services provided may include inaccuracies or typographical errors. Changes are periodically made to the product or services, these terms and conditions or the products and services themselves. The Purchaser agrees to be bound to such changes to the information herein.
6. You specifically agree that Gold Line may access your user account where necessary.
7. Gold Line may terminate your access to any part or all of the products or services and any related service(s) at any time, if Gold Line decides in its sole and absolute discretion for any reason whatsoever to do so, Gold Line's total and absolute liability to the Purchaser will be to refund the unused cost of the products or services less any claim for set-off Gold Line may have against the Purchaser.
8. The Purchaser acknowledges that content, including but not limited to text, software, music, sound, photographs, video, graphics or other material contained in either sponsor advertisements or electronically distributed, commercially produced information relating to the products or services is protected by copyrights, trademarks, service marks, patents or other proprietary rights and laws. You may not modify, copy, reproduce, republish, upload, post, transmit, or distribute in any way content available through the products or services.
9. Gold Line reserves the right to change or amend the Term and Conditions or policies regarding the use of the products or services at any time and to notify you by posting an updated version of the Term and Conditions on this Web site. The amended Terms and Conditions shall be effective immediately upon posting.

10. Gold Line accepts major credit cards including, Visa and MasterCard. There is no surcharge for using your credit card to make purchases with Gold Line. Please be sure to provide the exact e-mail address, telephone number and the billing address your credit card bank has on file for you. Incorrect information may cause a delay in processing your order. All orders placed over \$100.00 must obtain pre-approval with an acceptable method of payment, as established by Gold Line. Gold Line accepts money orders, cashier's checks, personal checks, and company checks. Orders are processed upon receipt of a money order or cashier's check. For personal and company checks, please allow up to 10 banking days after receipt for clearance of funds before the order is processed. We will charge a \$25 fee on all returned checks.

11. The shipping terms for all orders are FOB the shipping point and ownership of product transfers to purchaser only upon delivery.

12. Your receipt of an electronic or other form of order confirmation does not signify Gold Line's acceptance of your order, nor does it constitute confirmation of our offer to sell. Gold Line reserves the right at any time after receipt of your order to accept or decline your order for any reason whatsoever, with no liability whatsoever.

13. This agreement is governed by the laws of the Province of Ontario and Canada. Any and all claims for losses or damages must be brought in the Province of Ontario and in no other jurisdiction.

14. You agree that no joint venture, partnership, employment, or agency relationship exists between you and Gold Line as a result of this agreement or use of the products or services.

15. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect.

16. Unless otherwise specified herein, this agreement constitutes the entire agreement between the user and Gold Line with respect to the products or services and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral or written, between the user and Gold Line.

17. A printed version of this agreement as amended shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.

18. You and Gold Line agree that any cause of action arising out of or related to the products or services must commence within one (1) year after the cause of action arose or be forever barred.

19. You agree that you shall indemnify and defend Gold Line and its affiliates, directors, officers, and employees against all claims, liability, damages, costs, and expenses, including reasonable legal fees, arising out of or related to your breach of these Terms and Conditions.

20. This website and the products and services provided by Gold Line, are provided "AS IS" without warranty of any kind, either express or implied, including but not limit

CCTS/Complaints

Gold Line is committed to the highest quality of service and customer satisfaction.

Customer concerns are handled by our trained customer service personnel, in accordance with the following process

- Customer calls into the Gold Line call center and speaks with a first level customer service representative ("CSR").
- The issue is handled by the first level CSR.
- If the issue is not resolved by the end of the call or needs further internal processing, an internal ticket is created and forwarded to the appropriate department for further resolution. Customer is given a timeline for the resolution at that time.
- If first level customer care is not able to resolve the issue or forward to an appropriate department or if the customer is not satisfied with the resolution given, customer is given the option to speak with a team leader (second level CSR).
- If the second level CSR resolution is not satisfactory to the customer they will be given the option to speak with a team manager or 3rd level CSR for further resolution.
- In the event that customer is still not satisfied, they will be referred to the "Legal" page on the Gold Line website where they can find a link to the Commissioner for Complaints for Telecommunications Services (CCTS) website and will also be given the CCTS phone number.

Commissioner for Complaints for Telecommunications Services (CCTS)



CCTS is an independent agency whose mandate is to resolve complaints of individual and small business customers about their telecommunications services. If you have a complaint about your telephone, wireless, or Internet service, you must first try to resolve it directly with your service provider. If you have done so and have been unable to reach a satisfactory resolution, CCTS may be able to help you, free of charge.

To learn more about CCTS, you may visit its website at www.ccts-cprst.ca or call toll-free at 1-888-221-1687.