

Privacy & Purchase Policies

THE MUSIC ON HOLD EXPERTS™

PRIVACY POLICY

What information do we collect?

We collect information from you when you fill out a form. When ordering or registering on our site, as appropriate, you may be asked to enter your: name, e-mail address or phone number. You may, however, visit our site anonymously.

What do we use your information for?

Any of the information we collect from you may be used to send periodic emails. The email address you provide for order processing, may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc. Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you enter, submit, or access your personal information. We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential. After a transaction, your private information (credit cards, social security numbers, financials, etc.) will not be kept on file for more than 60 days.

We do not use cookies.

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, such as Authorize.net, 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 ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Childrens Online Privacy Protection Act Compliance

We are in compliance with the requirements of COPPA (Childrens Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page.

Contacting Us

If there are any questions regarding this privacy policy you may contact us using the information below, or at: [Contact Easy On Hold](#).

Easy On Hold

401 E. Michigan Ave., Suite 202, Kalamazoo MI 49007
USA
info@easyonhold.com
269-342-4653

PURCHASE POLICY

The following are the conditions of Easy On Hold® Terms of Service and Purchase Policy. The policy applies to all products and services.

1) RETURNS, REFUNDS

Purchases of equipment are returnable for a full refund of the equipment purchase price within 30 days of purchase. All other purchases, including scripts, voiceovers, music, recordings and/or any creative work are non-refundable, under any circumstance,

whether or not the work was viewed, auditioned or downloaded.

2) USAGE RESTRICTIONS

- a) LICENSED CONTENT. All audio is provided on a licensed basis.
- b) SINGLE LOCATION ON PREMISE. For on-premise phone systems, user agrees that all audio content is licensed for use on a per-location basis. Use at additional premises requires explicit licensing.
- c) HOSTED COMMUNICATIONS PLATFORMS. Licensed audio use on a hosted or centralized communications platform requires licensing for every location where calls may be placed or received. Contact center/call center platforms may be licensed on a per-agent basis or other mutually agreed-to basis.
- d) DUPLICATION. Duplication, copying or reproduction of your Easy On Hold audio, in part or in full, in any form, is prohibited.
- e) MODIFICATION AND SYNCHRONIZATION. Editing, modification, alteration, including synchronization with any other media, voice recording or other audio, video, presentation software, etc., in any form is prohibited.
- f) RESALE. All audio is for use by purchaser under terms expressed herein and may not be sold, traded, transferred or otherwise conveyed.
- g) UNAUTHORIZED ADDITIONAL USE. Unless specified in writing, audio may not be used on platforms other than the communications platform for which it is licensed, including websites, YouTube, Facebook, Instagram, and the like.

3) FREE DEMO

A no-cost demonstration production (free demo) may be made at our discretion to help you, the music on hold user, understand what to expect from your Easy On Hold purchase. User agrees that the demo will not be reproduced in full or in part, and will not be used on a phone system unless agreed to with a separate service agreement.

4) COPY CHANGES AND UPDATES

A production is considered to be "new", "additional", "separate" or an "update" when there is a change in text, ranging from one word to the entire script; a change in music; a change in voiceover talent. After a production is accepted as approved, any future requests for changes are considered an order for a new production.

5) EQUIPMENT WARRANTIES

Easy On Hold will attempt to troubleshoot with clients who are experiencing equipment difficulties. Warranty claims must be made directly with the manufacturer(s).

6) YOUR TELEPHONE SYSTEM

Easy On Hold is not responsible for the performance of telephone equipment and/or any device not purchased from or provided by Easy On Hold. User accepts responsibility for the prevention or loss of Easy On Hold product(s) and/or service(s) due to the performance of third-party equipment.

7) CONNECTIONS TO PHONE SYSTEM

Unless otherwise agreed to, service does not include telephone system configuration or equipment installation. All connections between equipment provided by Easy On Hold and user's phone system are completely the responsibility of the user.

8) THREE-BUSINESS-DAY TURNAROUND

All demos, scripts and audio changes require a minimum of three business days each to be custom-created.

LOCATION

Easy On Hold is operated by TBA, Inc., a Michigan Corporation located at 401 E. Michigan Ave., Suite 202, Kalamazoo MI 49007.



Easy On Hold® is an experienced technology, music on hold, message on hold marketing firm in Michigan, USA. We service thousands of customers, enjoying the pursuit of excellence since 1997.

Easy On Hold® has been awarded the trademark, **The Music On Hold Experts™**



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Contact

- [📞 +1-888-798-4653](#)
- [📞 +1-269-342-4653](#) (HOLD)
-
- Weekdays 8:30am to 5:00pm Eastern
- [Contact Easy On Hold®](#)

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