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I have read and I agree to the above _____ (User's initials here). Note: AGC will not grant a license to use AGC State Law Matrix without specific indication of agreement to this provision. 11. RETURN POLICY If User ordered AGC State Law Matrix on CD-ROM, any components of AGC State Law Matrix damaged during shipment to User will be replaced without charge upon return of the damaged components to AGC. If User in Subscription Mode is not satisfied with AGC State Law Matrix for any reason, AGC will refund the full annual license fee, less a 10 percent service charge, upon return in good condition of all components of AGC State Law Matrix within 30 days of the Subscription Date. In order to receive the refund, the User must call Technical Support and receive an Unsubscribe Access Key. The User must also send with the returned copy of AGC State Law Matrix a letter on the User's letterhead, explaining the reasons for the return and certifying that no copies of AGC State Law Matrix have been retained. This refund shall be User's exclusive remedy under this Agreement. All returns should be sent to the following address: AGC State Law Matrix/Return, Two Piedmont Center, Suite 300, 3565 Piedmont Road NE, Atlanta, GA 30305. **12. CHANGES IN TERMS AND CONDITIONS** AGC reserves the right to change fees or to make changes in the terms and conditions of this Agreement. If User does not agree to any amendments that may be made to this Agreement, it may cancel its subscription at that time by providing written notice of cancellation to AGC within thirty (30) days of the date of notice of any amendment. Any use by User of AGC State Law Matrix after receipt of notice of amendment to this Agreement shall constitute User's agreement to be bound by terms of the amendment. **13. CLAIMS** All claims arising out of or relating to this Agreement or to AGC State Law Matrix, including AGC documents produced therefrom, are to be submitted to and decided by binding arbitration in accordance with the current Commercial Arbitration Rules promulgated by the American Arbitration Association. The location of the arbitration shall be in or near Arlington, Virginia. The arbitration award shall be final, and judgment upon the award shall be confirmed in any court having jurisdiction. No claim arising out of or relating to this Agreement or to AGC State Law Matrix shall be brought by User after the expiration of the applicable statute of limitations. **14. WAIVER** The waiver or failure of AGC to exercise in any respect any right provided in this Agreement shall not be deemed a waiver of any further right under this Agreement. **15. GOVERNING LAW** This Agreement and performance under this Agreement shall be governed by the laws of the Commonwealth of Virginia. By signing below, User, if signing on behalf of a company or organization, certifies that he/she has the authority to make binding legal decisions for his/her company or organization, and that he/she has read this agreement and all of its terms.

Customer Shipping Information

Print Name: _____
Title: _____
Company: _____
Address: _____
Signature: _____
Date: _____

Check Enclosed (*payable to AGC of America*)
VISA® MasterCard® American Express®
Card no. _____
Expiration Date, (*Month/Year*) _____

Name on card _____
Customer Identification Code (*3-4 digits on card*) _____

Billing Address _____
Signature _____

Payment Information
Ship To: _____
Company: _____
Attn: _____
Address: _____

E-mail Address: _____
City: _____
State: _____ Zip: _____
Phone: _____ Fax: _____
National AGC Member: Yes No