

Terms and Conditions

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www.adr.org, or by calling AAA Case Filing Services at 1-877-495-4185. You should attach a copy of this arbitration provision, which will remain available online. If you demand arbitration, you must send a copy of the form or other demand, by U.S. Certified Mail, addressed to: Hay House, Inc., Attention: Legal Department, P.O. Box 5100, Carlsbad, CA 92010-5100. If HayHouse.com demands arbitration, you will be sent a copy of the form or other demand, by U.S. Certified Mail, at the most current postal address that HayHouse.com has for you in its records. If your claim is for less than \$10,000, HayHouse.com will pay all of the AAA's administrative fees and the arbitrator's fees, including the initial filing fee. If your claim is for more than \$10,000, and applicable law limits the amount of arbitration fees payable by you, HayHouse.com will pay all of the AAA's administrative fees and the arbitrator's fees in excess of this limitation. Except as otherwise provided by applicable law, each party will remain solely responsible for their own attorneys' fees and expenses incurred in connection with the arbitration.

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