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To begin an arbitration proceeding, you must send a letter requesting arbitration and describing your claim to our registered agent Warren Morten, 19200 Von Karman Ave, 4th floor, Irvine CA 92612. The arbitration will be conducted by the American Arbitration Association (AAA) under its rules, including the AAA's Supplementary Procedures for Consumer-Related Disputes. The AAA's rules are available at www.adr.org or by calling 1-800-778-7879. Payment of all filing, administration and arbitrator fees will be governed by the AAA's rules. Likewise, Civilized Pet will not seek attorneys' fees and costs in arbitration unless the arbitrator determines the claims are frivolous. All Arbitrations will be venued on Orange County, California; unless you choose to have the arbitration conducted by telephone or based on written submissions.

We each agree that any dispute resolution proceedings will be conducted only on an individual basis and not in a class, consolidated or representative action. If for any reason a claim proceeds in court rather than in arbitration we each waive any right to a jury trial. We also both agree that you or we may bring suit in court to enjoin infringement or other misuse of intellectual property rights.

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OUR ADDRESS:

Civilized Pet, Inc.

Civilized Pet.com

19200 Von Karman Ave

4th Floor

Irvine, CA 92612

<http://www.CIVILIZEDPET.com>

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Civilized Pet, Inc.
c/o Warren Morten
19200 Von Karman Ave
4th Floor
Irvine, CA 92612
Attn: Legal Department - Subpoena

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- Your address, telephone number, and e-mail address;
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c/o Warren Morten
19200 Von Karman Ave
4th Floor
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