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## GENERAL INFORMATION

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### **What is Return Path?**

Return Path is a service that allows you to change and control your email address information at Web sites where you have created accounts. With Return Path, you can save valuable time by managing multiple email address changes from a convenient, central location. Simply put, anything you might want to do with an email subscription or newsletter, we can do for you.

### **How does it work?**

As the leading email management and change-of-address service, we work with a comprehensive network of partner sites (Network Partners). These Network Partners share the email addresses of their subscribers with us. Then, when you register with us, we verify your registration with all Return Path Network Partners.

As a Return Path member, you no longer have to worry about making address changes or managing your newsletter registrations on a case-by-case basis. We communicate your requested email management changes to all of our Network Partners simultaneously.

We can notify participating Web sites and newsletters that you've changed your email address, or that you'd like to unsubscribe from or suspend their mailing list or newsletter. For example, if you change jobs (and your email address), you can use Return Path to notify all the sites where you have registered using that address.

### **What are the key benefits of Return Path?**

When you create a Return Path account, you can:

- Update Web sites and newsletters with your email change-of-address
- Notify your contacts of a new email address
- Unsubscribe from mailing lists and newsletters
- Put mailing lists and newsletters on hold while you're away

### **Who is in the Return Path network?**

The Return Path network consists of many of the Web's most popular sites ([view complete list](#)). We help these sites manage their mailing lists and newsletter

subscription services. When you become a Return Path member, you'll be able to manage all of your Return Path Network Partner subscriptions from a single, convenient location: our Web site.

#### **How much does the Return Path service cost?**

Nothing! Return Path is absolutely free!

#### **If this is free, how does Return Path make money?**

Network Partner Web sites and newsletters contract with Return Path to manage their subscriptions and mailing lists. There is never a charge to our registered members for our service.

### **GETTING STARTED**

#### **How do I start using Return Path?**

#### **What happens next?**

#### **Why do you ask me to verify each email address I add?**

#### **Can I modify my account information?**

#### **How do I start using Return Path?**

First, you will need to create an account with us. This quick and easy registration process requires only minimal information such as your name and zip code. When you register, we will also ask you to create a username and password. These help ensure your privacy, and they give you password-protected access to your account from any computer, at any time.

#### **What happens next?**

To complete your registration, you must enter at least one email address that you wish to manage using Return Path. You can add as many addresses as you would like during registration, or you can modify your account at a later time. We subsequently send a verification email to each of these addresses asking you to verify that you are the owner of each address you submit.

#### **Why do you ask me to verify each email address I add?**

To protect your privacy, we must verify ownership of any and all email addresses you submit. This helps protect you in case someone tries to forge a subscription in your name. When you receive our verification request email, click on the verification link. By verifying, you will gain full access to our suite of services for each email address you specified.

#### **Can I modify my account information?**

After you've registered, you can log in to the Return Path site at any time, from any computer, to change your member profile and manage your email addresses and newsletter subscriptions.

### **USING EMAIL CENTRAL**

#### **Why are some of my list names indented?**

#### **Why can't I edit the message that you send to my contacts?**

#### **Why aren't all my lists shown here?**

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**Why are some of my list names indented?**

Many of Return Path's Network Partners do not allow their members to have multiple email addresses within a single user profile. For this reason, we have added (ALL) to the end of Network Partner's general account. We then indent the lists each Network Partner offers so that you may see the lists to which you currently subscribe. Upon selecting an email change-of-address for the (ALL) listing, each of the lists for that Network Partner will be changed to the new address.

**Why can't I edit the message that you send to my contacts?**

Return Path is 100% dedicated to protecting your privacy and preventing SPAM. We have pre-written these messages to assist you in notifying your contacts of an email change-of-address easily and quickly.

**Why aren't all my lists shown here?**

Return Path can suspend an online newsletter, but we cannot suspend any business-related email from a Web site to a consumer. For this reason, we display only your newsletters in this list. We will not display your general account registrations on the Suspend page. For example, you can suspend the "Travel Deals of the Week" newsletter while you are on vacation, but you will still receive necessary business information regarding your account with that Network Partner.

**Why should I register all of my email addresses with Return Path?**

We encourage you to register all of your email addresses. This will allow us to provide you with the most complete list of your online newsletters. The Return Path network of Web sites and online newsletters is growing every day - please check back frequently to see what's new. (Also, please let us know if you think we should add a particular site to our Network Partners list!)

**How do I resume a newsletter that is currently suspended?**

We will list all newsletters that you have put on hold at the top of the [Suspend](#) page. To resume receiving a newsletter, simply check the "Resume Now" box next to the appropriate mailing or click the "Resume All" link.

**Why doesn't Return Path archive suspended newsletters?**

Return Path can temporarily suspend delivery of an online newsletter, just as you can put the morning paper on hold. However, just as the newspaper company will not keep your missed copies, we are unable to archive the newsletters for future delivery.

**Why must I choose a preferred email format?**

Many email programs, including Netscape Messenger, later versions of Microsoft Internet Explorer, and Microsoft Outlook can read HTML-formatted email messages. These messages, which look more like Web pages, can contain formatting and graphics. Text-only emails contain regular type and can be read by any email

program. If you are not sure whether your email program can read HTML, or you are using AOL, please select "Text Only".

### **What is a primary email address?**

On occasion, Return Path may need to contact you regarding your account. We require you to indicate one email address where we can reliably contact you. This is also the address where we will send updates about new Return Path services, should you choose to receive them.

### **I am an active Return Path member and I no longer agree to the Terms of Service. What do I do?**

You can remove your profile from Return Path at any time. Please use the [Profile](#) page to remove your account.

## **PRIVACY**

### **Is my privacy protected?**

### **What do you do with my information?**

### **How do you obtain my personal information?**

### **How secure is Return Path?**

### **Do you SPAM?**

### **Why does Return Path ask for my home address?**

### **Is my privacy protected?**

Your privacy will be completely protected at all times. We will never share any of your personal information without your permission. We will also never sell your email address to any individual, corporation, or online service. Read our full [Privacy Statement](#) for more details.

### **What do you do with my information?**

Upon your instruction, we will update your email address and subscription preferences with our Network Partner Web sites and online newsletters. Return Path will only share this information at your request.

Your login name, password, address, and any other personal information you submit is fully secure and will never be shared or used for direct mail, telemarketing, or other purposes.

### **How do you obtain my personal information?**

We ask you to provide us with basic information during the registration process. We then use this information to help you manage your email with our Network Partners. When you verify an email change-of-address at a Web site that uses Return Path to manage their subscriptions, the Network Partner shares this email change with us.

When you use Return Path to determine where you are registered with a verified email address, we generate a list of Web sites where you have registered with that address.

### **How secure is Return Path?**

Your privacy is ALWAYS protected. Your information is stored on our secure server and will never be sold to or shared with any third party without your permission. Read more about our [Privacy Guarantee](#) or view our [Terms of Service](#).

**Do you SPAM?**

No. Unsolicited email is as offensive to our email change-of-address Network Partners and us as it is to you. We are dedicated to ensuring that you receive only the mailing lists and newsletters you want. Return Path's services enable you to unsubscribe from mailing lists or newsletters you no longer wish to receive.

**Why does Return Path ask for my home address?**

Your first and last names are the only required pieces of personal information in our registration process. All other information is voluntary. All information you provide to Return Path, voluntary or otherwise, is subject to the terms and conditions in our [Privacy Statement](#). Should you have any questions regarding our policies, please send an email to [privacy@returnpath.net](mailto:privacy@returnpath.net).