

CETON INFINITV4 UPDATED SHIPPING INFORMATION:

12/20/2010 – We have charging credit cards for the September orders but the holiday schedule is going to slow things down for processing and shipping. We should get early September orders (1st - 6th) out before we close for inventory and New Years. We will resume processing orders on January 2nd.

11/19/2010 – Here is some very good news: InfiniTV4 cards are coming in faster than we can process them and ship them back out.

We will be shipping orders placed through September 1 over the next two weeks and will continue to fill orders as fast as possible going forward.

When we are about to ship your unit you will see a charge appear as “HOME ENTERTAINMENT INC”.

There is an 8-10 day delay between when your credit card is charged and when the unit actually ships.

If you find your credit card has been charged, please do not call, or email, asking for tracking information.

We will send a copy of your receipt with tracking information on the day the unit ships.

Due to the extremely high number of emails and phone calls each day the shipping process is being slowed. *We would appreciate it if you would please not call or email us unless it is absolutely necessary.*

Remember that all Tech Support for the InfinTV4 is done by Ceton directly.

Thanks and Happy Holidays!!

10/22/2010 – We shipped units last week and will be shipping an even greater quantity next week. That should continue for the next few weeks.

It has come to EVERYONE’S attention that Zones somehow “mis-communicated” how many orders that actually had for the May-June Sale period. Therefore they were shipped a disproportionate number of cards (see statement by Jeremy Hammer below).

On 10/21/2010 6:52 PM, Jeremy Hammer wrote:

Hi everyone,

Somehow there was some mis-communication and Zones was farther along than we thought. More units will be shipped to Cannon/Fluid before Zones so that they can catch up.

There is no conspiracy going on or anything. We don't have access to actual sales information so we rely on general numbers from our distributors up to certain dates to determine roughly how many to send to each of the distributors. It's not an exact science. Also it is difficult to determine exact numbers as you have to take into consideration cancellations, declined CCs, invalid CCs, etc.

Bottom line, Zones got ahead. Sorry, it was not intended. We are correcting it by letting Cannon/Fluid catch up.

Thanks,
-Jeremy

We are being told that will not happen again and, as stated above, our shipments are being accelerated to “catch up”.

10/04/2010 – We have been told the production run scheduled for arrival on September 30th has been slightly delayed. But we are expecting a limited but steady stream of shipments of units from India to begin this week. That means Fluid Digital will be shipping units from here as they arrive.

09/13/2010 - We were told today that *“some units will ship this week”* although we don't have exact quantities yet. Also we were told *“a large production run will begin Thursday”*.

08/30/2010 - *Jeremy Hammer of Ceton posted this information:*

“Regarding the next production of units, we are unfortunately in another situation where we have a part shortage. Believe me when I say we are doing everything we can to get them as soon as possible. We talk with distributors and manufacturers daily, pay extra money to expedite our shipment, we try to buy them at an inflated price from other companies who have already received them but do not have such a crazy situation as us, anything we can to get the parts.

There is no point in calling Zones, Cannon or Fluid about your order. They

don't know because we don't know either. Things change on a daily basis and as soon as we have any concrete timelines we will let them know and all of you. We have always been very forthcoming with information when we have it. I can tell you we have certainly learned our lesson about saying when we "think" it will happen, because for some reason or other we will inevitably miss it.

I've heard that some people have been canceling their order with Cannon or Fluid because they have heard that Zones has units ready to be shipped right now. This is simply untrue and if you cancel your order you will lose your place in line and go to the end. There was a mishap in Zones' system when they originally logged their first shipment in that automatically made the system think there were units available. This has been corrected and Zones will NOT get a new order shipped any faster than Cannon or Fluid.”