

# SkyAngelFriends Annual Purchase and Services Agreement



By making the purchase, clicking and subscribing, customer agrees to all terms and agreements in this document.

1. **SERVICES.** Global Positioning System is referred to as “GPS” in this document. The “Services” are provided solely within the United States and consist of Assistive Technology Services LLS providing a SkyAngelFriends device (the “SkyAngelFriends Device”) and communications service that enables you to transmit your voice using a cellular network, and permits the notification of emergency personnel of your need for help where service is provided when calling 911. The Services are provided to us by our subcontractor, using the SkyAngelFriends Device, and the services of the Center who is a subcontractor.
2. **SALE OF SKYANGELFriends DEVICE.** We will sell and deliver to you, the SkyAngelFriends Device. Upon delivery of the SkyAngelFriends Device and receipt of your payment of the full sales price we will provide you instructions to activate the device and two-way talk capabilities of the SkyAngelFriends Device.
3. **PRICE; PAYMENT AND TERM.**

**3.1 SALES/INSTALLATION PRICE. We will not activate the SkyAngelFriends Device, or start Services until the sales price is paid in full.**

**3.2 SERVICES FEE; TERM:** For Services only, you agree to pay us the sum of **\$179.98 per year**, billed and payable annually in advance. The original term of this Agreement is the billing cycle selected and will renew for the same consecutive billing cycle thereafter unless terminated as set forth below. We may terminate this Agreement at the end of the original term or any renewal term by giving you not less than 30 days advanced written notice. You may terminate this Agreement at anytime by giving us written notice. If you terminate during a billing cycle your bill will be adjusted to reflect our standard monthly billing rate for the months used, and you will receive a refund for the unused portion of the fee. If you terminate your service within 30 days of purchase, your refund will be **purchase price less \$9.99 shipping and a \$55 restocking fee. Return must be received in re-saleable condition.** Partial month cancellations will be charged for the entire month.

**3.3 INCREASE IN SERVICES FEE.** You acknowledge that the services fee is based upon existing federal, state and local taxes and other third-party charges. We shall have the right, at any time, to increase the services fee to reflect any additional or increased taxes, licenses, permits, or fees which may be charged to us by any utility, cellular provider, or governmental agency relating to the services we provide and you agree to pay the same. In addition, we may increase the services fee for any renewal term by giving you sixty (60) days prior notice.

**3.4 MONTHLY USAGE MINUTES.** **250** usage minutes are included with payment each month. These minutes may be used for incoming and outgoing communication. When the usage exceeds **250** minutes for the **first month the customer will be notified and warned.** Any

subsequent month with minute **usage that exceeds 250 minutes will be billed to customer at 10 cents per minute.**

4. WARRANTY AND LIMITATIONS.

4.1 WARRANTY COVERAGE. For one year from the date of this agreement, we will repair or replace the *SkyAngelFriends* Device without charge to you per our repair and replacement policy provided separately. A replacement may be a used or reconditioned *SkyAngelFriends* Device.

4.2. CELLULAR TECHNOLOGY. The *SkyAngelFriends* Device uses cellular technology to provide two-way talk capabilities. The quality and reliability cellular service is outside our control and that of our subcontractors, so there may be times when two-way talk is unavailable or unreliable.

4.3. GPS TECHNOLOGY. The *SkyAngelFriends* device uses GPS technology to provide location information. The availability and accuracy of this location information depends on a number of factors that are also outside our control and that of our subcontractors. The 911 call Center may not have a location for the *SkyAngelFriends* Device, or may have one that is incorrect.

4.4 HOW TO GET SERVICE: CALL US AT OUR SUBSCRIBER SERVICES DEPARTMENT AND TELL US WHAT IS WRONG WITH THE SKYANGEL*Friends* DEVICE. Our repair and replacement service procedures and policies are set forth on Exhibit A, attached hereto and incorporated by reference herein.

4.5 REPAIR OR REPLACEMENT OF THE SKYANGEL*Friends* DEVICE IS OUR ONLY DUTY UNDER THIS LIMITED WARRANTY. WE MAKE NO OTHER EXPRESS WARRANTY INCLUDING ANY WARRANTY OF MERCHANTABILITY OF THE SKYANGEL*Friends* DEVICE OR ITS FITNESS FOR ANY SPECIAL PURPOSE. WE CANNOT NOT WARRANT THAT THE SKYANGEL*Friends* DEVICE OR SERVICES WILL ALWAYS OPERATE. THIS WARRANTY DOES NOT COVER REPAIRS THAT ARE NEEDED BECAUSE OF AN ACCIDENT, DAMAGE, ACTS OF NATURE, YOUR FAILURE TO PROPERLY USE THE SKYANGEL*Friends* DEVICE, OR IF SOMEONE OTHER THAN US ATTEMPTS TO REPAIR OR CHANGE THE SKYANGEL*Friends* DEVICE, OR ANY OTHER REASON EXCEPT A DEFECT IN THE EQUIPMENT. WE MAKE NO REPRESENTATION OR WARRANTY AS TO THE PROMPTNESS OF OUR RESPONSE, AND WE HAVE NO CONTROL OVER THE RESPONSE TIME OR CAPABILITY OF ANY AGENCY OR PERSON WHO MAY BE NOTIFIED OF AN EMERGENCY. ALL IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE TERM OF THIS EXPRESSED LIMITED WARRANTY. **WE ARE NOT LIABLE FOR CONSEQUENTIAL, SPECIAL OR INCIDENTAL DAMAGES.** YOU AGREE THAT THIS IS OUR ONLY WARRANTY AND WE HAVE GIVEN YOU NO OTHER WARRANTY FOR THE SKYANGEL*Friends* DEVICE.

4.6 STATE LAW: SOME STATES DO NOT ALLOW THE EXCLUSION OR THE LIMITATION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES, OR A LIMITATION ON THE DURATION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THE WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

5. RECEIPT OF COPY. YOU ACKNOWLEDGE THAT YOU HAVE RECEIVED A COMPLETED COPY OF THIS AGREEMENT, AND COPIES OF THE NOTICE OF CANCELLATION FORM. ALL

OF THE TERMS WITHIN THIS DOCUMENT AND ON ALL ATTACHMENTS ARE PART OF THIS AGREEMENT. READ THEM BEFORE YOU PURCHASE.

**CANCELLATION. YOU, THE SUBSCRIBER, MAY CANCEL THIS AGREEMENT AT ANY TIME. SEE THE ATTACHED NOTICE OF CANCELLATION FORM FOR AN EXPLANATION OF THIS RIGHT.**

THIS AGREEMENT SHALL NOT BE BINDING UPON DEALER UNTIL EXECUTED BY CUSTOMER SIGNING OR DEALER BEGINS SERVICE. SUBSCRIBER ACKNOWLEDGES AND AGREES THAT SUBSCRIBER MAY NOT RECEIVE A PRINTED COPY OF THIS AGREEMENT APPROVED BY DEALER'S MANAGER, AND SUCH LACK OF RECEIPT SHALL NOT, IN ANYWAY, INVALIDATE OR OTHERWISE AFFECT THIS AGREEMENT.

**IF ANYONE OTHER THAN CLIENT IS THE USER OF THE SYSTEM (THE "USER"), SUCH USER IS A THIRD PARTY BENEFICIARY TO THIS AGREEMENT AND IS BOUND BY ALL OF THE TERMS HEREIN, INCLUDING DEALER'S DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY.**

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6. LIMITATION OF LIABILITY. IT IS UNDERSTOOD AND AGREED THAT DEALER, SKYANGEL*Friends* AND ANY THIRD-PARTY PROVIDERS OR SUBCONTRACTORS ARE NOT INSURERS AND THAT THE AMOUNTS PAID TO DEALER HEREUNDER ARE FOR THE SERVICES PROVIDED BY DEALER AND SKYANGEL*Friends* AND NOT FOR THE VALUE OF ANY PROPERTY, OR ANY PROPERTY DAMAGE OR LOSS, OR THE COST OF ANY PERSONAL INJURY. IN THE EVENT OF ANY LOSS, DAMAGE OR INJURY TO ANY PERSON OR PROPERTY SUBSCRIBER WAIVES ALL RIGHTS OF SUBROGATION OR ANY OTHER RIGHT OF RECOVERY AGAINST DEALER, SKYANGEL*Friends* AND ANY THIRD- PARTY PROVIDERS OR SUBCONTRACTORS THAT ANY INSURER OR OTHER PERSON MAY HAVE AS A RESULT OF PAYING ANY CLAIM FOR ANY LOSS OR INJURY TO ANY OTHER PERSON.

IN ADDITION, SUBSCRIBER AGREES THAT IT SHALL NOT BRING ANY CLAIM OR ACTION AGAINST ANY THIRD-PARTY PROVIDER OR SUBCONTRACTOR ARISING FROM SUBSCRIBER'S USE OF THE SKYANGEL*Friends* DEVICE AND SERVICES. FOR PURPOSES OF THIS AGREEMENT, "THIRD- PARTY PROVIDERS" MEANS ANY PERSON OR COMPANY THAT SUPPORTS OR MAINTAINS THE Cellular SERVICE, AND INCLUDES, BUT IS NOT LIMITED TO, CELLULAR NETWORK OR OTHER WIRELESS CARRIERS AND MAPPING DATA PROVIDERS.

**EXCEPT SPECIFICALLY SET FORTH HEREIN, SKYANGEL*Friends* SOFTWARE AND ALL SERVICES ARE PROVIDED BY DEALER AND SKYANGEL*Friends* "AS-IS" AND "WHERE IS." DEALER AND SKYANGEL*Friends* SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, ACCURACY AND FITNESS FOR A PARTICULAR PURPOSE AS TO THE SKYANGEL*Friends* DEVICE, THE SKYANGEL*Friends* SOFTWARE AND SERVICES PROVIDED UNDER THIS AGREEMENT. WITHOUT LIMITING THE FOREGOING, DEALER, SKYANGEL*Friends* AND ANY THIRD- PARTY PROVIDERS OR SUBCONTRACTORS DO NOT WARRANT THAT THE SERVICES OR ITS OPERATION WILL BE ACCURATE, RELIABLE, UNINTERRUPTED, OR ERROR-FREE. SUBSCRIBER ACKNOWLEDGES THAT THE SERVICES ARE SUPPORTED BY CELLULAR NETWORK, GPS SATELLITES AND OVER LOCAL EXCHANGE, INTER-EXCHANGE AND INTERNET BACKBONE CARRIER LINES AND THROUGH ROUTERS, SWITCHES AND BY CELLULAR NETWORK CARRIERS UTILITIES,**

**SATELLITE COMPANIES COMMUNICATIONS COMPANIES, INTERNET SERVICES PROVIDERS AND OTHER THIRD PARTIES, ALL OF WHICH ARE BEYOND DEALER'S, SKYANGELFriends AND ANY THIRD- PARTY PROVIDER'S OR SUBCONTRACTOR'S CONTROL AND SUBSCRIBER SHALL NOT BE ENTITLED TO RECEIVE ANY SERVICES FEE CREDITS OR REFUNDS FOR SERVICES OUTAGES OR INTERRUPTIONS BEYOND DEALER'S, SKYANGELFriends AND ANY THIRD- PARTY PROVIDER'S OR SUBCONTRACTOR'S SOLE AND EXCLUSIVE CONTROL. SUBSCRIBER ACCEPTS ALL RISK ARISING OUT OF OR RELATING TO THE DELAY, FAILURE, INTERRUPTION, OR CORRUPTION OF THE SERVICE.**

UNDER NO CIRCUMSTANCES, OTHER THAN THE WILLFUL MISCONDUCT OF DEALER, SKYANGELFriends AND ANY THIRD- PARTY PROVIDERS OR SUBCONTRACTORS, WILL DEALER, SKYANGELFriends AND ANY THIRD- PARTY PROVIDERS OR SUBCONTRACTORS OR ANYONE ELSE INVOLVED IN ADMINISTERING, MAINTAINING OR PROVIDING THE SERVICES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE USE OF OR INABILITY TO USE THE SERVICES, INCLUDING BUT NOT LIMITED TO, PERSONAL INJURY, DEATH, LOSS OF REVENUE OR LOSS PROFITS OMISSIONS, SERVICES INTERRUPTIONS, SERVER DOWNTIME, ERRORS, DEFECTS, VIRUSES, DELAYS IN OPERATION OR TRANSMISSION, FAILURE OF PERFORMANCE OF THE SERVICE, EVEN IF DEALER, SKYANGELFriends AND ANY THIRD- PARTY PROVIDERS OR SUBCONTRACTORS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

YOU AGREE THAT EVEN IF A COURT DECIDES THAT DEALER'S, SKYANGELFriends AND ANY THIRD- PARTY PROVIDER'S OR SUBCONTRACTOR'S BREACH OF THIS AGREEMENT, OR DEALER'S, SKYANGELFriends AND ANY THIRD- PARTY PROVIDER'S OR SUBCONTRACTOR'S NEGLIGENCE, OR GROSS NEGLIGENCE, CAUSED ANY TYPE OF DAMAGES, INCLUDING BUT NOT LIMITED TO ANY ISSUES RELATING TO SYSTEM DESIGN, OPERATION, PROGRAMMING, TESTING, REPAIR, SERVICE, MAINTENANCE, CELLULAR NETWORK AVAILABILITY, SPEED OR ACCURACY OF TRANSMITTED INFORMATION OR DATA, OR THAT ANY OTHER SERVICES PROVIDED BY DEALER OR SKYANGELFriends ALLOWED AND OR CAUSED ANY HARM OR DAMAGE (WHETHER PROPERTY DAMAGE, PERSONAL INJURY OR DEATH) TO OCCUR TO YOU OR ANYONE ELSE, YOU AGREE THAT DEALER'S, SKYANGELFriends AND ANY THIRD-PARTY PROVIDER'S OR SUBCONTRACTOR'S AGGREGATE AND COLLECTIVE LIABILITY SHALL BE LIMITED TO \$100.00 (THE COST OF THE EQUIPMENT) AND THIS SHALL BE YOUR ONLY REMEDY REGARDLESS OF WHAT LEGAL THEORY (INCLUDING WITHOUT LIMITATION, NEGLIGENCE, GROSS NEGLIGENCE, BREACH OF CONTRACT, BREACH OF WARRANTY FAILURE TO WARN, OR PRODUCT LIABILITY) IS USED TO ALLEGE AND OR DETERMINE THAT DEALER, SKYANGELFriends AND ANY THIRD- PARTY PROVIDERS OR SUBCONTRACTORS WERE LIABLE FOR THE INJURY OR LOSS.

7. **INDEMNIFICATION.** IF ANYONE OTHER THAN YOU (INCLUDING ANYONE WHO MAY USE THE SKYANGELFriends DEVICE AND ACTIVATE SERVICES), ASKS US TO PAY FOR ANY HARM OR DAMAGES (INCLUDING PROPERTY DAMAGE, PERSONAL INJURY OR DEATH, OR INVASION OF PRIVACY OR ANY SIMILAR TORT) CONNECTED WITH OR RESULTING FROM (i) DEALER'S BREACH OF THIS AGREEMENT OR A FAILURE OF THE SERVICES, (ii) OUR NEGLIGENCE, (iii) ANY OTHER IMPROPER OR CARELESS ACTIVITY OF OURS IN PROVIDING THE SKYANGELFriends DEVICE OR SERVICES, OR (iv) A CLAIM FOR INDEMNIFICATION OR CONTRIBUTION, YOU WILL PAY US (A) ANY AMOUNT WHICH A COURT ORDERS US TO PAY OR WHICH WE REASONABLY AGREE TO PAY, AND (B) THE AMOUNT OF OUR REASONABLE ATTORNEYS' FEES AND ANY OTHER LOSSES OR COSTS THAT WE MAY PAY IN CONNECTION

WITH THE HARM OR DAMAGES.

8. **SUBSCRIBER'S DUTIES.** You will instruct all other persons who may use the *SkyAngelFriends* System and Services on their proper use, including any User if different than you. Upon activation of the *SkyAngelFriends* System, you or the user will test the System and send test signals on a monthly basis. If the Receiver does not respond to the test signal, you should call the Receiver and confirm the status of the test. You will use the *SkyAngelFriends* website to provide your response information, and will use the *SkyAngelFriends* website to notify us of any changes in your account. You agree that we may disclose the information you post to the *SkyAngelFriends* website to any governmental agency having jurisdiction over the use and operation of the System

You acknowledge and agree that all monitoring software, computer codes and monitoring information remain *SkyAngelFriends* the Center's or our sole and exclusive property as the case may be. You appoint us as your agent to communicate with the *SkyAngelFriends* and the Center.

You agree that you will, at your sole expense, obtain and keep in effect during the entire term of this Agreement, all licenses and similar governmental requirements that may be required for the installation, operation and use of the *SkyAngelFriends* Devices and Services.

9. **SUSPENSION OR CANCELLATION OF THIS AGREEMENT.** You understand that we may stop or suspend Services if: (i) strikes, severe weather, earthquakes other Acts of God, or other such events beyond our control affect the operation of the cellular network, a global positioning satellite or the Center, or your connection to the Center that continuing service would be impractical; (ii) there is an interruption or unavailability of the cellular network including transmission facilities; (iii) you do not pay the service charge due to us, after we have given you ten days notice that we are canceling service because of non-payment; (iv) we are unable to provide service because of some action or ruling by any governmental authority; and/or (v) you become a debtor in a bankruptcy proceeding. If Services are suspended because you have failed to pay the charges set forth herein, and you ask us to reactivate the Services, you will pay in advance our then prevailing re-activation fee.
10. **TERMINATION, DEFAULT.** **If you fail to make any payment when due we may discontinue Services.** In addition; we may impose a monthly late fee on all payments more than 5 days past due in an amount equal to **\$40.00 until paid**, or the maximum amount permitted by state law whichever is less.
11. **ASSIGNEES AND SUBCONTRACTORS.** We may transfer or assign this Agreement to any other service provider, financial institution or other entity. Upon an assignment to another service provider, Dealer will be relieved of any further obligations hereunder. You may not transfer this Agreement to someone else unless we approve the transfer in writing. We may use subcontractors, sub-subcontractors and third-party providers, including *SkyAngelFriends* and the Center to provide Services. This Agreement, and particularly Sections 6 and 7 shall apply to the work and services they provide, and shall apply to them and protect our assignees, subcontractors, sub-subcontractors and third-party providers in the same manner as it applies to and protects us.
12. **LIMITATION ON LAWSUITS; VENUE; WAIVER OF JURY TRAIL.** Both Dealer and Subscriber agree that, to the extent permitted by law, no lawsuit or any other legal proceeding connected with this Agreement shall be brought or filed more than one (1) year after the incident giving rise to the claim occurred. Each party hereby irrevocably agrees that any suit, action or other legal proceeding ("suit") arising out of or from, in connection with or as a result of this agreement shall be brought exclusively in the state courts of record or the courts of the United States located in the district or county where Dealer's principal place of business is located. Each party consents to the exclusive jurisdiction and venue of each such court in any such suit and

waives any objection that it may have to jurisdiction or venue of any such suit. **UNLESS PROHIBITED BY LAW, ANY LAWSUIT BROUGHT BY EITHER PARTY WITH RESPECT TO THIS AGREEMENT SHALL NOT BE HEARD BEFORE A JURY. BOTH PARTIES HEREBY WAIVE ANY RIGHT TO A JURY TRIAL.**

13. **INFORMATION AND PRIVACY.** You understand and agree that in conjunction with employee training, quality control and the provision of services, we may monitor and/or electronically record cellular transmissions related to the Services, as well as conversations with you or others. Further, you understand that privacy cannot be guaranteed on telephone, cellular network and computer systems, and we shall not be liable to you for any claims, loss, damages or costs which may result from a lack of privacy experienced. You consent to us (i) using information about you and your location (collectively, "information") to administer services, offer you new products or services, enforce the terms of this Agreement, prevent fraud and respond to regulatory and legal requirements, (ii) response to a subpoena or other such legal process, and (iii) using and sharing aggregate Subscriber information and statistics that do not include information that identifies you personally.
14. **ENTIRE AGREEMENT; DOCUMENT RETENTION.** This Agreement is the entire and only Agreement between you and Dealer. It replaces any earlier oral or written understandings or Agreements. It may only be changed by a written Agreement signed by you and us. **IT MAY NOT BE CHANGED BY ANY ORAL STATEMENTS MADE BY ANY DEALER OR SKYANGELFriends REPRESENTATIVE.** If you have given or ever give us a purchase order for the System or service that provides for different terms other than this Agreement, this Agreement will govern and be controlling. If any provision of this Agreement is found to be invalid or illegal by a court, the balance of the Agreement shall remain in force. You agree that we may save and store all contracts and other documents executed by Subscriber in an electronic media and all such contracts and other documents shall be deemed to be, and may be used by us as, originals and shall be given the same force and effect as the paper-form originals.

**THE TERMS AND CONDITIONS SET FORTH ON THIS AGREEMENT ARE INCORPORATED HEREIN AND BY REFERENCE ARE MADE A PART HEREOF.**