

REMOTE HOME CHECK, LLC

Consumer Addendum (B2C)

Version 1.1 — Effective Date: March 1, 2026

1. SCOPE AND PURPOSE

This Consumer Addendum (“Consumer Addendum”) supplements the Master Terms of Service (“Master Terms”) between Remote Home Check, LLC (“RHC”) and the individual subscriber (“Subscriber”). This Addendum governs the self-pay family subscription service. In the event of a conflict between this Addendum and the Master Terms, this Addendum shall control for B2C-specific matters.

2. SUBSCRIBER ELIGIBILITY

The Subscriber must be at least eighteen (18) years of age and must be the primary decision-maker or authorized representative for the monitored senior. The monitored senior need not be the Subscriber. If a family member or informal caregiver is subscribing on behalf of a senior, the Subscriber represents that they have the legal authority or consent to enroll the senior in the Services.

3. SUBSCRIPTION AND PRICING

3.1 Monthly Subscription

Rate: \$99.00 per month per monitored senior.

3.2 What’s Included

- Apple Watch / HealthKit integration (device-provided signals such as fall event notifications, activity and movement patterns, and other user-enabled health and safety signals; supported signals defined in Product Documentation and may vary by activation ring)
- YoLink sensor monitoring (bathroom usage patterns, motion detection, environmental monitoring)
- Family1st OBD-II driving monitoring (driving behavior, trip tracking, risk assessment)
- Remote Home Check Dashboard access for all Authorized Users
- Insight Score reporting across physical and mental health domains
- Real-time alerts to designated family members and caregivers
- EMR/EHR integration (where applicable)

3.3 What’s Not Included

- Pill dispenser (available in the PACE/organizational subscription)
- Monitoring center failover (available only via separate Monitoring Center Addendum)

4. TRIAL PERIOD

New Subscribers receive a twenty-eight (28)-day free trial. On Day 29, the subscription automatically converts to a paid monthly subscription at the rate in Section 3.1. The Company will provide notice of the trial end date at least seven (7) days before conversion. Following conversion, Subscribers are eligible for a thirty (30)-day satisfaction guarantee on the first paid month (refund of first month’s fee if cancelled within 30 days of first payment).

5. PAYMENT

Payment is due in advance on a monthly basis via the payment method registered at sign-up. The Company will provide reasonable notice before any charge. If payment fails, the Company will notify the Subscriber and provide a cure period of at least seven (7) days before suspending Services.

All fees are exclusive of applicable sales, use, or similar taxes.

6. CANCELLATION

6.1 How to Cancel

- In-App: Through account settings in the Remote Home Check dashboard
- Email: By sending a request to support@remotehomecheck.com

Phone cancellation is not available at this time.

6.2 Effective Date

Cancellations take effect at the end of the current billing period. No prorated refunds for partial months except under the 30-day satisfaction guarantee.

6.3 Confirmation

The Company will send a cancellation confirmation email within two (2) business days, including the effective cancellation date, final billing date, hardware return deadline, and data export instructions.

7. AUTO-RENEWAL

Subscriptions renew automatically each month. The Company provides clear disclosure of renewal terms at sign-up and prior to each renewal. Subscribers may cancel at any time before the next renewal date.

This auto-renewal practice complies with the Restore Online Shoppers' Confidence Act (ROSCA), FTC Act Section 5, and the California Automatic Renewal Law.

8. HARDWARE

Hardware provided under the B2C subscription is governed by the Hardware & Installation Addendum (Exhibit B). Hardware remains the property of RHC and must be returned within fifteen (15) business days of cancellation. Non-return fees are specified in the Replacement Cost Schedule.

9. DATA AND PRIVACY

Consumer health data is processed in accordance with the Privacy Policy and Section 11 of the Master Terms. RHC does not sell Consumer Health Data. The Company complies with the FTC Health Breach Notification Rule and applicable state consumer health data protection laws.

Subscribers may request data export at any time through the dashboard. Upon cancellation, data remains available for export for thirty (30) days.

10. DISPUTE RESOLUTION

Consumer disputes follow the process in Section 18.1 of the Master Terms: written notice, 30-day good-faith negotiation, optional mediation, then court. No mandatory arbitration applies. Small claims court remains available for eligible claims.

11. DECISION-SUPPORT DISCLAIMER

THE SERVICES ARE DECISION-SUPPORT TOOLS ONLY. THEY DO NOT PROVIDE MEDICAL ADVICE, DIAGNOSIS, TREATMENT, OR EMERGENCY RESPONSE. SUBSCRIBERS SHOULD ALWAYS CONSULT QUALIFIED HEALTHCARE PROFESSIONALS FOR MEDICAL DECISIONS. SEE SECTION 3 OF THE MASTER TERMS.

[END OF CONSUMER ADDENDUM]

REMOTE HOME CHECK, LLC

By: _____

Name: Jeffrey Hill

Title: Chief Executive Officer

Date: _____

CUSTOMER / ORGANIZATION

By: _____

Name: _____

Title: _____

Date: _____