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# Connect Premium Terms & Conditions

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All systems include Connect with world class service, support and access to your Connect Portal. Connect Premium greatly expands your experience and provides you with exclusive savings 365 days a year. This premium option includes several unique features to further protect your investment in your safety and independence. Below are the Terms and Conditions for Connect Premium.

## 1. Lost or Damaged Replacement Program

As a subscriber of the Connect Premium Program, you will be eligible for replacement of lost or damaged equipment as shown below during each 12 month period of the program. Plan covers replacements for any reason, however there will be a non-refundable replacement fee for each of the products (except for Help Buttons). The replacement program does not cover the cost of lost or damaged equipment if you are cancelling the service.

- **1 Base Station or 1 Mobile Device per year** – Deductible \$20
- **1 Touch** – Deductible \$100
- **2 Help Buttons** – Deductible \$0
  - Includes Neck Pendant, Wrist Button, Wall Button or Fall Button<sup>‡</sup>
- **1 Pull Cord Wall Button per year** – Deductible \$10

## 2. One FREE Help Button

You will receive a FREE standard Help Button with the purchase of Connect Premium. If you would like to purchase additional Help Buttons, you may purchase them for a discounted rate of \$1.50/month per button in addition to your service plan. Trelawear Smart Jewelry and Fall Button are not included as options for free Help Button.

## 3. Price Guarantee

Customer will be locked into the standard retail rate of the plan for two years from the start date of the Connect Premium Service.<sup>†</sup>

## 4. Discounts on Additional Products\*

- 25% off of select accessories (including MobileVitals peripherals)
- 25% off Fall Detect Pendant service
- 25% off MobileVitals service
- 50% off Medication Reminders
- 50% off Activity Tracking (when purchased with Fall Button)<sup>‡</sup>

## 5. 30 Extra "Pings"

Customer will receive 30 extra pings per month for Location Detection on the Connect portal.

## 6. Future Service Charges Waived

Service charges, typically \$29.95, will be waived for Connect Premium customers. Service charges are typically applied for shipping, handling and processing of changes made to system plan.

## 7. Program Terms

If purchased when placing the system order, Connect Premium plan features will become effective immediately. If purchased after the system has been received, with the exception of product discounts, the replacement program will not be applied until 30 days after purchase of Connect Premium service. If customer purchases this service following customer's initial system order, customer will pay the prorated amount of service left depending upon customer's billing plan. At this time, Connect Premium is not offered to Alert App or Smart Watch customers. Plan will be refundable within 30 days of purchase, if it is outside the 30 days customer will receive a prorated refund for all plans other than a monthly billing plan.

**Please contact Customer Service should you have any questions regarding this service.**

8:00AM – 8:00PM (EST) Monday - Friday

9:00AM – 6:00PM (EST) Saturday

***Thank you for choosing us.***

\* For new customers, discounts applied to regular price at time of sale. For existing customers, discounts associated with paid monthly services applied at time of plan renewal. Discounts cannot be applied and credits cannot be granted for any prepaid service. Accessory discounts applied immediately for new and existing customers. Discounts may not be combined with other discounts or special offers. Trelawear Smart Jewelry button is not included in Help Button replacement under the Connect Premium Program.

<sup>†</sup> Promotional rates are not included in the Price Guarantee. Price lock will expire after two years from initial start date of the Connect Premium service.

<sup>‡</sup> Fall Button does not detect 100% of falls. If able, users should always push their Help Button when they need assistance. Fall Button is not intended to replace a caregiver.