

Glass House Integrated Technologies, Inc.

**Medical Alert Systems
General Warranty Information**

The following Limited Warranty Information applies to a specific product, Mini Guardian, Mobile 2.0, Home 2.0, Home Classic, Classic 2.0, and The Move, when purchased or leased directly from GH Integrated (via www.GHintegrated.com or a direct employee of GH Integrated). GH Integrated products purchased or leased via third party websites, retailers, or dealers are not covered by these terms. All other leased or purchased via GH Integrated or a direct employee of GH Integrated is subject to their own represented warranty, which is not part of the following and can be obtained via a Proposal between GH Integrated and you, the Customer.

Medical Alert Equipment Provided by GH Integrated: For service plans obtained directly from GH Integrated (via www.GHintegrated.com) or a direct employee of GH Integrated). These units are owned by Medical Guardian, LLC and are located at the Subscriber's premise, since there is no other way to monitor the system without the system and accessories. GH Integrated, at its own discretion, will replace any system or accessories for issues pertaining to defects in materials and workmanship so long as an active service plan is maintained. GH Integrated does not cover against normal wear and tear, nor damages caused by accident or abuse. See Protection Plan Terms and Conditions immediately below for additional information about obtaining coverage for wear and tear, damages and loss of equipment. All medical Products are of Medical Guardian, LLC ownership and sold through GH Integrated, Partner of Medical Guardian, LLC.

Protection Plan Terms and Conditions: GH Integrated offers an optional Protection Plan for our entire product line. The Protection Plan is available as a paid add-on with a recurring monthly charge that varies by product. This Protection Plan is not an Insurance Contract. Glass House Integrated Technologies, Inc. ("GH Integrated"), 51A Woodland St. East Islip, NY 11730 is the obligor, provider and administrator of this Protection Plan.

Coverage: The Protection Plan covers all leased Medical Alert Systems, such as system consoles and transmitters ("Covered Product").

Eligibility: The Protection Plan is available to all new and existing GH Integrated customers. You represent that the Covered Product is in proper operating condition at the start of the Protection Plan's coverage and that your account with GH Integrated is current and in good standing. A home inspection, pictures, or video reference of Products may be required for existing customers.

Cost: The Cost for this Protection Plan will be charged to you consistent with the payment terms of your current GH Integrated Monitoring Agreement (monthly, quarterly, semi-annually, or annually).

What is Covered: This Protection Plan covers replacement of your Covered Product for problems necessitated by functional part failures, lost or theft. This Protection Plan specifically covers damage to the Covered Product due to defect, malfunction, accidental damage, and normal wear and tear. GH Integrated will replace your Covered Product with a new, used or refurbished one of like kind and quality; like, kind, and quality is determined by GH Integrated.

Exclusions from Coverage: This Protection Plan does not cover:

- Service, maintenance, repair or replacement due to any loss resulting from use other than normal use and beyond GH Integrated 's normal control such as: damage due to misuse and abuse;
- Commercial use that is any use other than single-family household use;
- Any component or Covered Product that has been opened, tampered with, repaired, or otherwise accessed by anyone other than an authorized representative of GH Integrated;
- Service, maintenance, repair or replacement outside of the Continental United States.

Customer's Promises and Assurances: To keep this Protection Plan in effect, you promise and assure:

- Full cooperation with GH Integrated Client Services agents and authorized service providers during diagnosis and repair of the Covered Product;
- That the Covered Product is not used for business or commercial purposes;
- That you will keep your account with GH Integrated in good standing;
- To not mislead, defraud, or make any misrepresentation to GH Integrated;
- To not falsify any related documents or records;
- To fully disclose all relevant information and fully cooperate with GH Integrated regarding repair or replacement of the Covered Product; and
- Protect your Covered Product from any further damage and follow the instructions in the owner's manual.

Replacement-

Covered Product Replacement: To request the replacement of your Covered Product under this Protection Plan or to request assistance, contact GH Integrated Client Services by telephone at (631) 333-9131 or by e-mail at info@GHintegrated.com. GH Integrated will send a replacement Covered Product within 7-10 business days. You will be required to return the defective Covered Product to the address provided to you by GH Integrated. Shipping is not covered or provided by GH Integrated. You will not be charged a fee for your replacement Covered Product.

Troubleshooting. Prior to replacement of a defective Covered Product, GH Integrated requires trouble-shooting with the GH Integrated Client Services Department to verify failure. If GH Integrated determines, in its sole discretion, that the problem is not covered under this Protection Plan, no replacement will be offered.

Limitation on Replacement: Under this Protection Plan, GH Integrated permits replacement of one (1) system console and two (2) transmitters per year. GH Integrated reserves the right to terminate this Protection Plan if it determines in its sole discretion that you have engaged in abuse or other improper conduct.

Coverage Period: Your coverage begins when GH Integrated receives your first Protection Plan payment and will continue consistent with the payment terms of your current GH Integrated Monitoring Agreement payment cycle (monthly, quarterly or annually) until canceled by you or terminated by GH Integrated. The protections provided under this Protection Plan supersede any existing warranty.

Cancellation: Upon enrollment in the Protection Plan, you have three (3) days to cancel without charge for the impending month. GH Integrated may cancel the Protection Plan at any time. Should GH Integrated cancel the Protection Plan, GH Integrated will mail a written notice to you at your last known address at least fifteen (15) days prior to cancellation or will email a letter to your last known email address at least fifteen (15) days prior to cancellation. To learn more about canceling your Protection Plan subscription, contact GH Integrated 's Client Services team by phone at (631) 333-9131, or email at info@GHintegrated.com.

Renewal: GH Integrated will continue to bill you for the Protection Plan consistent with your payment cycle (monthly, quarterly or annually) at the then-current price until you notify GH Integrated of your desire to cancel.

Modification: Terms of this Protection Plan may not be modified, except in writing by GH Integrated.

Protection Plan Limitations-

Non-Original Equipment Manufacturer and Remanufactured Parts: Replacement units with genuine factory parts will be used whenever possible; however, the use of non-original equipment manufacturer and remanufactured parts is allowed under this Protection Plan.

Limitation of Liability: To the extent permitted by applicable law, the liability of GH Integrated, if any, for any allegedly defective Covered Product or part shall be limited to replacement of the Covered Product or part. THIS IS YOUR SOLE AND EXCLUSIVE REMEDY UNDER THE PROTECTION PLAN.

Damages: IN NO EVENT WILL GH Integrated BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES RELATING DIRECTLY OR INDIRECTLY TO THIS PROTECTION PLAN. Nor will GH Integrated be responsible for any damages caused by the failure of any Covered Product or other equipment or item.

Warranties: This Protection Plan is your sole express warranty with respect to the Covered Product(s), including but not limited to, implied warranties of merchantability and fitness for a particular purpose which are hereby expressly excluded.

Non-Transferrable: This Protection Plan is non-transferrable.