



3701 FAU Boulevard Suite 300  
Boca Raton, Florida 33431

## MobileHelp Connect Premium Terms & Conditions

All MobileHelp systems include MobileHelp Connect with world class service, support and access to your Connect Portal. MobileHelp Connect Premium greatly expands your MobileHelp 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 MobileHelp Connect Premium.

### 1. Repairs and Replacements Program

A paying subscriber of the MobileHelp Connect Premium Program will be limited to the repair/replacements listed below during each 12 month period of the program. Plan covers repairs/replacements for any reason, however there will be a \$20 non-refundable replacement fee for each of the products (except for Help Buttons). Repairs and Replacement program does not cover the cost of lost or damaged equipment if customer is cancelling MobileHelp service.

- **1 Base Station or 1 Mobile Device per year** – Deductible \$20\*
- **2 Help Buttons** – Deductible \$0\*
  - Includes Neck Pendant, Wrist Button or Fall Button

### 2. Lifetime Price Guarantee

Customer will be locked into the standard rate of the plan for the lifetime of customer's tenure with MobileHelp. The standard retail price of the plan customer chooses will never increase as long as customer maintains MobileHelp Connect Premium service.\*

\*Promotional rates are not included in the Lifetime Price Guarantee.

### 3. Discounts on Additional Products

- 25% off of all 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)\*

\*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.

### 4. 30 Extra "Pings"

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

### 5. 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.

### 6. Program Terms

If purchased when placing the system order, MobileHelp Connect Premium plan features will become effective immediately. If purchased after the system has been received, with the exception of product discounts, the repairs and replacement program will not be applied until 30 days after purchase of MobileHelp Connect Premium service. If customer purchases this service following customer's initial MobileHelp system order, customer will pay the prorated amount of service left depending upon customer's MobileHelp billing plan. At this time, MobileHelp Connect Premium is not offered to MobileHelp Alert App 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 at**

**1-877-827-6207**

8:00AM – 8:00PM (Eastern Time) Monday - Friday

***Thank you for choosing MobileHelp.***

MHP-00769C