

Subscription Account Terms and Conditions

Last Updated: January 31, 2019

Terms of Service and Privacy Policy

Subscription accounts are subject to Safedoor's [Terms of Service](#) and [Privacy Policy](#).

Pricing, Fees and Charges

The Current Price Schedule is available on the Dealer Portal, and details the most current Safedoor pricing as of the effective date noted. Prices may change from time to time, and if we change them, we will give you at least 30 days notice. If they do change, your continued use of the Services after the change indicates your agreement with the new fees and charges after the effective date of the change. Any change to fees and other charges will not be applicable to the billing period in which the change occurs.

The flat-rate monthly subscription fee is incurred and charged for each calendar month or partial calendar month. Inspection fees are incurred and charged each time a new inspection is created, regardless of whether the inspection is subsequently completed or deleted.

Fees and charges are quoted and billed in Canadian Dollars for Canada-based Subscribers. Fees and Charges are quoted and billed in US Dollars for United States-based Subscribers.

Taxes

You are responsible for all taxes applicable to the fees and charges in your jurisdiction.

Billing

You will be invoiced each calendar month, in arrears, for the billable activity on your account, less any prior period adjustments, if any. Invoices will be emailed to your account administrator after each billing period, and are due and payable upon receipt.

Payment

Safedoor requires a valid credit or debit card on file for payment. Your credit or debit card will be automatically debited for amounts outstanding on your account. Please contact SafedoorPM should you wish to pay using a different method. SafedoorPM reserves the right to charge additional service fees should a

different payment method is used. (e.g. bank fees may be charged for receiving international wires).

If any outstanding amount is not received by us by the due date, then without limiting our rights and remedies, those charges may accrue late interest at a rate of 1.5% of the outstanding balance per month, or the maximum permitted by law, whichever is lower.

Refunds

For Services: Inspection fees and monthly subscription fees are incurred at the time of use and invoiced billed in arrears. All sales are final. No refunds will be given. If you are unsatisfied with the Services for any reason, your only recourse is to cancel your account.

For Products: Returns or exchanges are not accepted unless the item you purchased is defective. Our warranty period for identifying and returning defective products is six (6) months from date of original shipment. If you receive a defective item, please contact us at 1-262-784-2825 or admin@safedoorpm.com with details of the product and the defect. After we've provided an authorization RMA number, you may send the item you consider defective to: Safedoor Planned Maintenance LLC, N173 W21130 Northwest Psge, Jackson, WI 53037 USA. Upon receipt of the returned product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a refund or a replacement as a result of the defect. If you are entitled to a replacement or refund, we will replace the product or refund the purchase price, using the original method of payment.

Maintenance and Support

Please refer to our [Maintenance and Support Policy](#).

Free Trials

We may make available from time-to-time limited Free Trials where Services are offered free of charge for a specified period of time. Free trials are subject to Safedoor's [Terms of Service](#) and [Privacy Policy](#). At the end of the Free Trial period, if you do not register for and maintain a paid subscription account, the Services, including all User Content, will become inaccessible to all Users shortly thereafter.

Cancellation

Your account administrator can cancel your subscription account at any time by emailing cancellation instructions to admin@safedoorpm.com and receiving a

cancelation confirmation email from Safedoor, after which you will not incur additional charges. Any outstanding account balance of the then-current billing period is immediately payable. When your subscription account is canceled, the Services, including all Proprietary IP and User Content, will be inaccessible to all Users shortly thereafter.