

HOME VALET PROS, LLC
a Maryland limited liability company

MAINTENANCE SERVICES TERMS AND CONDITIONS

These Terms and Conditions (“Terms”) govern maintenance services provided by Home Valet Pros, LLC, a Maryland limited liability company (“Company”). By signing an Order Form, scheduling or receiving Services, or otherwise electronically accepting or engaging with Company, the customer (“Customer”) agrees to be legally bound by these Terms. Customers who do not agree to these Terms must refrain from scheduling, accepting, or engaging Company for any Services.

1. SERVICES

1.1. Scope of Services. Company shall provide the maintenance and support services described in the Home Valet Plan selected by Customer (the “Services”). Depending on the selected Plan, Services may include, without limitation: systems and appliance checks, filter replacements, visual inspections, minor maintenance tasks, and related home care services as set forth in the applicable service description or Plan overview then in effect.

1.2. Plan Options. Customer shall elect either a monthly or quarterly service plan (each, a “Plan”) from among Company’s current offerings. The frequency, scope, and timing of Services shall be governed by the selected Plan. Company reserves the right to modify the features or contents of any Plan from time to time in its sole discretion; provided, however, that no material reduction in scope shall apply retroactively to Services already scheduled or performed. Each Plan renews automatically on a continuing basis until canceled in accordance with these Terms.

1.3 No Long-Term Commitment. These terms do not create a contract for a fixed term. Customer may cancel the Plan at any time upon written notice to Company, and such cancellation shall be effective following the last scheduled Service prior to cancellation. Cancellation does not relieve Customer of the obligation to pay for Services already performed, nor for any costs or expenses reasonably incurred by Company in anticipation of providing such Services. Fees are earned on a per-service basis and are non-refundable once Services have been rendered or materials or supplies have been purchased in reliance on a scheduled visit.

2. FEES AND PAYMENT TERMS

2.1 Fees. Customer may select one of two payment options for the Plan: (i) a quarterly payment option, under which payment is due at the time of each Service visit; or (ii) a monthly installment option, under which the first quarterly visit is payable in advance at the time of service (covering three (3) months of Plan fees) and thereafter monthly payments continue until cancellation. For Customers on the monthly installment option, quarterly Service cycles are measured from the date of the Customer’s first Service visit, and subsequent Services will occur approximately every three (3) months thereafter. Payment obligations are based on this rolling three-month cycle rather than on calendar quarters. Fees will be based on the pricing in effect at the time of service, as reflected in Company’s published pricing or as otherwise communicated to Customer. Unless expressly stated otherwise, Plan fees do not include the cost of parts, filters, or materials required to complete the Services. Where specialized or home-specific parts are needed (such as HVAC filters, water filters, or replacement components), Customer may either supply such items in advance or authorize Company to procure and provide them at an additional

charge. Company will communicate any such costs in advance where reasonably practicable. For Customers on the quarterly payment option, all payments are non-refundable once the Service is rendered. For Customers on the monthly installment option, payments become non-refundable once the corresponding quarterly Service visit is completed or materials have been procured in preparation for that visit. Company reserves the right to adjust its fee schedule at any time; provided, however, that any such changes shall apply only to future Services and shall not impact fees already quoted or confirmed. Advance notice of any fee modifications will be provided via email or other reasonable means. Customer's continued use of Services following the effective date of any fee change shall constitute acceptance of the new fee schedule.

2.2 Payment Authorization. Customer authorizes Company to securely store and charge the credit card, debit card, or other payment method provided through the Company's online platform, scheduling portal, or customer account for all fees, costs, and taxes incurred under these Terms, including Service fees, cancellation fees, and charges for parts or materials. Customer's consent through any digital interface (including clicking "Save Card," "Authorize Payment," or the equivalent) constitutes Customer's authorization and consent under applicable electronic-signature laws. For Customers on the monthly installment option, payment will be charged automatically each month as installments toward the next scheduled quarterly Service. For Customers on the quarterly billing option, payment will be processed immediately following each Service visit. This authorization remains in effect until these Terms are terminated and all outstanding amounts are paid in full, and may be revoked only upon written notice accompanied by an alternative approved payment method.

2.3 Late Payments. Payments not made when due shall accrue interest at the rate of 1.5% per month (or the maximum rate allowed by law, if less), calculated from the original due date until paid in full. If any payment due hereunder is more than fifteen (15) days past due, Company may suspend Services until the account is brought current. Customer shall remain responsible for all unpaid amounts, accrued interest, and any collection costs incurred. Customer acknowledges and agrees that Company has provided Services in reliance on timely payment and may pursue all legal remedies available to collect unpaid amounts, including but not limited to court proceedings, referral to collections, and reporting to credit agencies as permitted by law. Customer further agrees to pay all reasonable attorneys' fees, court costs, and collection expenses incurred by Company in connection with enforcing its rights under these Terms.

3. CUSTOMER OBLIGATIONS

3.1 Access. Customer shall ensure that Company has timely and unobstructed access to all interior and exterior areas of the premises necessary for performance of the Services. If Customer fails to provide access to the premises on the scheduled service date and time, and does not provide at least twenty-four (24) hours' prior written notice to reschedule, Company may charge a cancellation fee of ninety-nine dollars and no cents (\$99.00). This fee is intended to compensate Company for time and resources allocated to the missed service. Repeated failures to provide access may result in additional fees or cancellation of Services.

3.2 Condition of Premises. Customer represents and warrants that all systems, structures, surfaces, equipment, and components within and around the premises are in reasonably clean, accessible, and functional condition and do not pose any known safety hazards to Company personnel. Customer acknowledges that the Services do not include the remediation or repair of any pre-existing unsafe, defective, or non-functional conditions. If, during the course of performing the Services, Company personnel identify hazardous or materially defective conditions that impair the safe or effective completion of the Services, Company may suspend further performance until

such conditions are resolved to Company's satisfaction. Company shall not be responsible for any damage, delay, or service failure caused by pre-existing conditions, and Customer agrees to hold Company harmless from any claims or liability arising out of such conditions.

3.3 Cooperation. Customer agrees to fully cooperate with Company's personnel in the scheduling and performance of the Services, including complying with any reasonable safety-related instructions or operational guidelines communicated by Company. Customer shall take all reasonable measures to facilitate a professional, respectful, and distraction-free work environment and shall not interfere with, delay, or obstruct the performance of Services. Failure to cooperate or follow safety protocols may result in suspension or termination of Services at Company's discretion, without liability.

4. TERMINATION. Either party may terminate this relationship at any time by providing written notice to the other. In the event of termination, Customer shall remain responsible for payment of all Services rendered through the effective date of termination. In addition, Customer shall reimburse Company for any reasonable costs or expenses incurred in preparation for scheduled Services performed in reliance on these Terms. If Customer cancels a scheduled visit with less than twenty-four (24) hours' notice, or if Company is unable to perform Services due to lack of access to the premises, Customer shall be charged a cancellation fee of ninety-nine dollars and no cents (\$99.00).

5. SERVICE PARAMETERS AND LIMITATIONS

5.1 Scope of Work; Exclusions. Company shall provide such maintenance services as described herein and the related materials. However, Company shall not perform major repairs or specialized trade work, including but not limited to plumbing, electrical, or HVAC repairs requiring licensure, structural modifications, roofing work, mold or pest remediation, or other services that fall outside routine home maintenance. Customer is solely responsible for arranging such services with appropriately licensed professionals. Company may, as a courtesy, assist in identifying reputable service providers, but does not warrant or guarantee their performance or availability.

5.2 Liability Limits. To the fullest extent permitted by law, Company shall not be liable for any indirect, incidental, consequential, special, punitive, or exemplary damages arising from or relating to the Services, including without limitation any damages related to delays, missed appointments, or incomplete work due to conditions beyond Company's control. Company's total liability for any claim or series of related claims shall not exceed the total fees actually paid by Customer to Company in the six (6) months preceding the event giving rise to the claim.

5.3 Events Outside Company Control. Company shall not be deemed in breach of these Terms or otherwise liable for any delay, interruption, or failure to perform Services due to causes beyond its reasonable control, including but not limited to severe weather, pandemics, epidemics, natural disasters, labor shortages, illness, civil unrest, unavailability of materials, or the failure of third-party vendors or suppliers. In such cases, Company will use reasonable efforts to reschedule the Services as promptly as practicable.

5.4 Marketing. Customer hereby grants Company and its representatives the right to photograph or video the premises in connection with the Services. Such photos or videos may be used by Company for internal training, quality assurance, and marketing purposes, including social media and promotional materials, provided that no identifying personal information about Customer is disclosed.

5.5 Quality Assurance. As part of its commitment to service quality and employee training, Company may from time to time record audio and/or video during on-site visits for internal review and quality assurance purposes. These recordings will not be used for marketing or promotional purposes without separate written consent from Customer. Company will notify Customer in advance if any recording will take place. Customer may opt out of any recording by notifying the Company representative at the time of the visit, and all active recordings will be promptly discontinued upon such notice. Company will store such recordings in accordance with its internal policies and applicable law. Customer's continued use of the Services constitutes consent to this practice, subject to the right to opt out.

5.6 Warranty. Company warrants that all Services will be performed in a workmanlike manner consistent with applicable industry standards. If Customer notifies Company in writing of a defect in workmanship within seven (7) days following the applicable Service, Company will, at its discretion, re-perform the Services or refund the applicable portion of the Service fee. This limited guaranty is Customer's sole remedy and is expressly in lieu of all other warranties, whether express or implied. Company disclaims any warranties of merchantability, fitness for a particular purpose, or results from Services.

6. MISCELLANEOUS

6.1 Governing Law. These terms shall be governed by the laws of the State of Maryland without regard to its conflict of law provisions. Any action or proceeding arising out of or relating to these Terms shall be brought exclusively in the state or federal courts located in Howard County, Maryland, and the parties hereby consent to the jurisdiction and venue of such courts.

6.2 Entire Agreement. These terms, including any exhibits or attachments referenced herein, constitute the entire understanding between the parties with respect to the subject matter hereof and supersedes all prior or contemporaneous understandings, discussions, negotiations, representations, or agreements, whether oral or written. No other agreements, promises, or representations shall be binding unless set forth in a written document signed by both parties or otherwise electronically accepted by the parties.

6.3 Amendments. These terms may not be amended except by a writing signed or electronically accepted by both Parties.

6.4 Severability. If any provision of these Terms is found to be invalid, illegal, or unenforceable under applicable law, the remaining provisions shall remain in full force and effect and shall be interpreted to give maximum effect to the original intent of the parties.

6.5 Assignment. Customer may not assign, delegate, or otherwise transfer any of its rights or obligations under these Terms without the prior written consent of Company, and any attempted assignment without such consent shall be null and void. Company may assign or transfer its rights and obligations under these Terms, in whole or in part as it deems appropriate.

6.6 Notices. Notices and communications under these Terms may be provided electronically, including through email, text message, or secure customer account notifications. Notice shall be deemed given when transmitted, provided Company has not received a delivery-failure notification.

6.7 Non-Solicitation. During the term of the parties' relationship memorialized hereunder and for a period of twelve (12) months thereafter, Customer shall not directly or indirectly solicit for employment or engagement, or hire or retain, any employee, contractor, or subcontractor of Company who was involved in providing the Services, without Company's prior written consent. In the event of Customer's breach of the foregoing, Customer shall pay Company liquidated damages equal to twenty-five thousand dollars (\$25,000) per individual, representing the reasonable costs of recruiting, hiring, and training replacement personnel.