



Twin Valley Home Security Terms & Conditions

By subscribing to Arlo Home Security from Twin Valley, in addition to agreeing to the Twin Valley Terms of Service, you are agreeing to the following terms and conditions, as outlined below.

By signing these term and conditions, you agree to a 24-month Arlo Home Security subscription. If you terminate the Arlo Home Security package before the 24-month term expires, you will owe the full balance of the unpaid monthly subscription fees.

Customers receive the equipment outlined in the Arlo Home Security package subscribed to. All equipment is owned by the customer. The customer is subscribing to the total service, which includes phone support as needed, software updates, and warranty work and replacement, if necessary, under normal use conditions.

Twin Valley Managed WiFi and high-speed internet services are required to subscribe to Arlo Home Security. For the equipment to work properly, the appropriate amount of bandwidth is required.

The terms of the agreement are enforced. Additional products can be added to the agreement for an additional monthly fee and prices vary by device type. Add-on products will be mailed to the customer for self-install. Twin Valley can be hired for add-on product installation at our standard rates.

Twin Valley may, at its discretion, replace equipment. Twin Valley will not necessarily replace equipment within the terms of service based on a customer request, unless it is malfunctioning, defective, or like. Accidental or customer caused damage is the responsibility of the customer.

Twin Valley does not provide, within the managed service of Arlo Home Security, repositioning of cameras. Twin Valley can complete repositioning work for the customer on a time and materials basis.

Recharging and replacing batteries are the responsibility of the customer. Replacement batteries can be purchased through Twin Valley and will be shipped to the customer.

SIGNATURE

By signing below, the undersigned certifies that they have read, understand, and, from a legal perspective, agree to be bound to the terms and conditions of this agreement.

Printed Name

Service Address

Signature

Date