

PERSONAL ALARM SUBSCRIPTION TERMS AND INFORMATION (“SUBSCRIPTION TERMS”)

These Subscription Terms, along with the Terms and Conditions of Purchase (refer to **Personal Alarm Terms and Conditions of Purchase** on our website) govern the subscriptions entered into by you (“**You**” or “**Customer**”) with us, Chubb Fire & Security Limited a limited company registered in England and Wales with company number 00524469 and registered office address at Chubb House, Shadsworth Road, Blackburn, Lancashire, United Kingdom, BB1 2PR (“**Chubb**” or “**Us**”).

The term Quotation: the Company’s written offer relating to the provision of any Service(s) or Goods

The term ‘subscription’ refers to the arrangement between You and Us for you to receive a product and service from us by regularly paying in advance. Your subscription will begin upon our acceptance of your order, following payment made by You.

Your Personal Alarm Subscription includes:

- Rental of the Personal Alarm and related home set up equipment for the duration of the subscription
- 24/7 Telecare services
- Servicing and customer assistance from Chubb

Subscription Amount and Term

The Personal Alarm Subscription will be charged at the Quotation rate of the basket of goods chosen through the website, inclusive of VAT (where applicable). Payment will be taken by direct debit from the payment method you used to set up your subscription account, unless changed by you in your account settings.

The minimum subscription period for a Personal Alarm Subscription is 12 months to be paid in equal monthly instalments by direct debit unless or until cancelled. Following the initial 12-month period, the Personal Alarm Subscription will continue to auto-renew on a rolling monthly basis unless or until cancelled.

As highlighted above, when you enrol in a Personal Alarm Subscription, your subscription will automatically continue, and you will be charged on a rolling basis in accordance with these Subscription Terms unless you choose to cancel as provided for below. This does not affect your statutory right to cancel within 14 days of entering into the subscription (which is also detailed below).

We will send you a notice of any proposed amendments to our pricing at least 30 days prior to any such price change taking effect.

Subscription Reminder

You will receive a reminder notice of the automatic renewal of your Personal Alarm Subscription and pricing once every 6 months that the Personal Alarm Subscription continues from such date. Should you wish to cancel your Personal Alarm Subscription following receipt of a reminder notice, you can cancel by following the steps set out below.

Right to change your mind

Under the Consumer Contracts Regulations 2013, if you are a consumer based in the United Kingdom you are entitled to change your mind and cancel your Personal Alarm Subscription within 14 days of Chubb's acceptance of your order (this is a statutory right to cancel). This is a legal right to change your mind within 14 days and receive a refund. You will also benefit from this 14-day cancellation right at the start of any renewal term. If you wish to cancel during this 14-day period, please follow the cancellation steps set out below or complete the cancellation form set out in our Terms and Conditions of Purchase and send it to our customer service team via [uk_chubbspersonalalarm@Chubbfs.com]. Please note that once you have cancelled your Personal Alarm Subscription during the cooling off period, your access to the telecare service will immediately cease, you will be required to return your Personal Alarm unit (if received) and you will forfeit any subscription benefits that you have received.

If you have chosen to cancel within this 14-day cancellation period and you have already received your personal alarm, this must be returned to us in its original packaging via [INSERT DETAILS OF ANY REQUIRED DELIVERY SERVICE TO BE USED FOR RETURNS] using the pre-paid label provided. Failure to return the personal alarm device within 30 days of cancellation may result in a fee of £150. If you have any questions, please contact customer service at [EMAIL and PHONE].

Right to cancel

During the initial 12 months: If you wish to cancel your subscription during the initial 12 month period, you must provide us with one (1) month's written notice of your intention to cancel by emailing [uk_chubbspersonalalarm@Chubbfs.com] and letting us know your name, account number and that you would like to cancel your Personal Alarm Subscription, along with an explanation of why you require the subscription to be cancelled prior to the end of the minimum subscription period of 12 months. Whether we agree to accept such a request will be at our discretion and where we do agree to your early termination you will not be charged for any subsequent remaining months, but your cancellation may be subject to an administration fee.

After the initial 12 months: You have the right to cancel your subscription at any time after the initial twelve (12) month period by emailing [uk_chubbspersonalalarm@Chubbfs.com] and letting us know your name, account number and that you would like to cancel your Personal Alarm Subscription. If preferred, you may use the model cancellation form set out in our Terms and Conditions

Your access to 24/7 telecare services and any other subscription benefits that you receive will cease from the end of that subscription month and you will be required to return your Personal Alarm equipment to us using the return steps set out below. You may be charged a fee of £150 if you fail to return this to us.

If you cancel part-way through a month and outside of any statutory cancellation period, you may be entitled to receive a refund on any payment made for that month from the point after which the subscription is cancelled. Your subscription will be deemed cancelled from the date that you notify us of your intention to cancel and your direct debit will not be charged going forwards.

How to return your Personal Alarm device

When you cancel your Personal Alarm Subscription, you will be required to return the personal alarm device to us as your rental period will have come to an end. In your initial delivery of the

device, you will be provided with a box and a pre-addressed label which can be used to return the device to us. The device should be returned using this appropriate and secure packaging.

If you no longer have access to the pre-paid returns label at the time of cancellation, please contact us at [uk_chubbpersonalalarm@Chubbfs.com] or [TELEPHONE 0344 335 0345] and we will arrange for a new label and packaging to be sent to you.

If preferred, you can return the device to us using a paid postal service to the address set out below. Returns made via this method are at the sender's risk and we reserve the right to charge a fee of £150 if the device is not received by us.

If you fail to return the device to us within 30 days of cancellation, we reserve the right to charge a fee of £150.

Complaints and Customer Service

If you have a complaint or wish to discuss any aspect of the Personal Alarm Subscription with a member of our customer service team, our [complaints policy can be found here](#) and our customer service team can be contacted by email at [uk_chubbpersonalalarm@Chubbfs.com], by telephone at [0344 335 0345] and by post at [Chubb Community Care, FAO Personal Alarms, Chubb House, Shadsworth Road, Blackburn, Lancashire BB1 2PR]