

## **RANCHERCAM LLC INSTALLMENT AGREEMENT**

RancherCam LLC service(s) will be provided to you and all persons who use the service and/or RancherCam LLC equipment (“you,” or “your”) on the terms and conditions set forth in this Service Agreement (the “Agreement”) and any applicable tariffs, service guides, and posted policies and procedures by an operating subsidiary or affiliate of RancherCam LLC providing such service (“RancherCam,” “we,” “us” or “our”). RancherCam and you may be referred to collectively as “the Parties.”

### **DESCRIPTION OF HOME EQUIPMENT:**

The Base Home System, which may include 1 Computer-Based NVR, up to 2 wifi cameras, and 1 Indoor/Outdoor Wifi Access Point. Buyer may be able to substitute or add equipment as needed at or before the time of installation at the buyer’s written request.

(the “Home Equipment”)

YOU, meaning the Buyer, agree to pay US, the Seller/Creditor named above the Total Sale Price of Home Equipment and installment fees according to the terms of this agreement (referred to herein as this “Installment Agreement”).

For purposes of this Agreement, “affiliate” means any entity that controls, is controlled by, or is under common control with RancherCam LLC. Service(s) may include, but are not limited to, the use of RancherCam cellular camera devices, RancherCam cellular sensor devices, Third-party equipment installed by RancherCams LLC, access to digital content through the RancherCam website or affiliate websites, and emails sent by RancherCam devices (each a “Service” and collectively the “Services”). The Service(s) provided under this Agreement do not include services or websites not owned or controlled by RancherCam which have their own terms of service and policies that are accessible from their respective sites.

### **I. ACCEPTANCE OF THIS AGREEMENT**

You will have accepted this Agreement and be bound by its terms upon the earlier of (a) your acknowledgement or acceptance of this Agreement electronically or (b) the effective date of any installation of the Home Equipment.

### **II. INSTALLATION**

The Company agrees to install the Home Equipment in a workmanlike manner, and you agree to pay all applicable installation and activation charges. You must pay all utility charges associated with such installation and the subsequent operation of the Home Equipment. You agree to make the Premises available without interruption during the Company’s normal working hours to permit completion of installation work. You understand that installation of the Home Equipment may require drilling into various parts of the Premises or other interior or exterior work that may require access to non-visible areas. You agree to provide the Company with 110 AC electrical outlets for the Company’s power equipment in locations designated by the Company. It is your responsibility to make arrangements for lifting and replacing carpeting for the installation of floor mats and/or wiring, if required. It is the intent of the Company to conceal wiring in the finished areas of the Premises; however, there may be areas where the Company determines, in its sole discretion, that it is impractical to conceal wiring. In such areas, wiring will be exposed and the Company shall not be liable for loss due to water intrusion, mold, fungi, wet or dry rot or bacteria. You must notify the Company in writing of any problems with the installation within thirty (30) days after the completion of installation.

### III. PAYMENTS

1. Payment is due upon completion of the installation, plus any applicable sales taxes. If you fail to pay the full amount due for any or all of the services or equipment then any outstanding balance under this Agreement will become due and payable immediately.

2. Our Right to Make Credit Inquiries. You authorize us to make inquiries and to receive information about your credit experience from others, to enter this information in your file, and to disclose this information to appropriate third parties for reasonable business purposes. Any risk assessments conducted by either us or by third party credit bureaus will be done in conformance with all applicable laws. We reserve the right to make credit inquiries even after having received a deposit from you with respect to our Services(s).

m. Your Responsibilities Concerning Billing Questions. Subject to applicable law, if you intend to dispute a charge or request a billing credit, you must contact us within 60 days of the date on the bill or you waive any such disputes or credits.

### III. REFUNDABLE DEPOSIT AND REFUNDS

We may require you to pay a refundable deposit when you install the Home Equipment if you add additional equipment and/or Service(s) or if you fail to pay any amounts when they are due. Subject to applicable law, your deposit will be credited to your account (without interest unless otherwise required by law) the earlier to occur of the following: (1) your account remaining in good standing for twelve (12) months, or (2) upon full disconnection of all Services. Refunds shall be provided within thirty (30) days of Service disconnection and the return of all RancherCam-provided Equipment or as otherwise specified by applicable law in an amount equal to the credit balance on your account, if any, minus any amounts due on your account (including without limitation, any amounts owed for the Service(s) or for any RancherCam-provided Equipment that is damaged, altered, or not returned).

### IV. RISK OF LOSS: INSURANCE

You bear the entire risk of loss, theft or damage to the Home Equipment from any cause during the term of this Installment Agreement. Even if the Home Equipment is lost, stolen or damaged, you remain obligated for the total of the payments. You are responsible for obtaining all insurance coverage that you believe is necessary to protect your residence, business, belongings and persons in or on your Premises, including coverage for personal injury and property damage. THE PAYMENTS YOU MAKE UNDER THIS AGREEMENT ARE NOT RELATED TO THE VALUE OF THE PREMISES, YOUR POSSESSIONS, OR THE PERSONS OCCUPYING OR AT ANY TIME PRESENT IN OR ON THE PREMISES, BUT RATHER ARE BASED ON THE COST OF THE HOME EQUIPMENT, AND TAKE INTO CONSIDERATION THE PROTECTIONS AFFORDED TO THE COMPANY UNDER THIS AGREEMENT. You hereby release the Company and the Company Related Parties from any liability for any event or condition customarily covered by homeowner's insurance. The Company does not guarantee that the Home Equipment will prevent personal injury, unauthorized entrances or damage to the Premises. The Company and the Company Related Parties assume no liability for those risks negatively affects your Service(s). Your continued receipt of the Service(s) for more than 30 days after the change, however, will constitute your acceptance of the change.

### V. CUSTOMER EQUIPMENT

a. Premises. You agree to allow us and our agents the right to enter your property at which the Service(s) and/or Home Equipment will be provided (the "Premises") at reasonable times, for purposes of installing, configuring, maintaining, inspecting, upgrading, replacing, and removing the Service(s) and/or Home Equipment used to receive any of the Service(s). You warrant that you are either the owner of the Premises or that you have the authority to give us access to the Premises. If you are not the owner of the Premises, you are responsible for obtaining any necessary approval from the owner to allow us and our agents into the Premises to perform the activities specified above. In addition, you agree to

supply us or our agent, if requested, the owner's name, address, and phone number and/or evidence that the owner has provided such authorization. In the event that we enter the Premises, you warrant that you will take reasonable precautions to ensure the area, and means of access to the area, are safe for us and our agents to enter and occupy while in the course and scope of performing RancherCam-related activities.

b. Customer Equipment. "Customer Equipment" means software, hardware or services that you elect to use in connection with the Service(s) or RancherCam-provided Equipment that is leased by us. You agree to allow us and our agents the rights to send software and/or "downloads" to the Customer Equipment and install, configure, maintain, inspect and upgrade the Customer Equipment. You warrant that you are either the owner of the Customer Equipment or that you have the authority to give us access to the Customer Equipment. If you are not the owner of the Customer Equipment, you are responsible for obtaining any necessary approval from the owner to allow us and our agents access to the Customer Equipment to perform the activities described in this paragraph. In addition, you agree to supply us or our agents, if we ask, the owner's name, address and phone number and/or evidence that the owner provided such authorization.

## VI. MAINTENANCE AND OWNERSHIP OF EQUIPMENT AND SOFTWARE

a. The Base Home System, which may include 1 Computer-Based NVR, up to 2 wifi cameras, and 1 Indoor/Outdoor Wifi Access Point. Buyer may be able to substitute or add equipment as needed at the time of installation at the buyer's written request.

b. Customer Equipment Responsibility. We have no responsibility for the operation, support, maintenance or repair of any Inside or Outside Wiring or Customer Equipment including, but not limited to, computer systems, wifi routers, smart devices, wifi cameras, or any Customer Equipment to which we or a third party has sent software or downloads. You agree that by using the Service(s), we, or our authorized agents and equipment manufacturers, are authorized to send code updates to the Customer Equipment, including, but not limited to Home Equipment or RancherCam Mobile Applications at any time we determine it is necessary to do so. Such code updates may change, add or remove features or functionality of the Customer Equipment or the Service(s).

c. For Online Media Access. In order to use online features of the NVR or smartphone apps, where we make those features available, you are required to provide certain hardware, such as a personal computer, software, an Internet browser, and access to the Internet. Home Equipment devices use the electrical power in your home. If there is an electrical power outage, the Home Equipment will cease to operate during the outage, preventing the use of the service.

d. Non-Recommended Configurations. Customer Equipment that does not meet our minimum technical or other specifications constitutes a "Non-Recommended Configuration", including, but not limited to, using batteries not rated for our equipment, Customer equipment using non-standard operating systems. We reserve the right to deny support for the Service(s) and/or terminate Service(s) if you use a Non-Recommended Configuration. Neither we nor any of our affiliates, suppliers, or agents warrants that a non-recommended configuration will enable you to successfully install, access, operate, or use the service(s). You acknowledge that installation, access, operation, or use of a non-recommended configuration could cause customer or RancherCam-provided Equipment to fail to operate or cause damage to Customer Equipment, you, your premises, or RancherCam equipment. Neither we nor any of our affiliates, suppliers, or agents shall have any liability whatsoever for any such failure or damage.

e. Inside or Outside Wiring. You may install Inside or Outside Wiring, such as additional power wiring and outlets, provided that doing so does not interfere with the normal installation of the Home Equipment. The Inside or Outside Wiring is your property or the property of whomever owns the Premises. If you do not own the Premises, contact your landlord or building manager about the installation, repair or maintenance of Inside or Outside Wiring.

f. End User Software Licenses. Software or applications may be required to use certain features of the Service(s). You agree to comply with the terms and conditions of all end user license agreements accompanying any software or plug-ins to such software distributed or used in connection with the Service(s), as these agreements may be amended from time to time. All such agreements are incorporated in this Agreement by reference. When this Agreement terminates, all end user licenses also terminate and you agree to destroy all versions and copies of all software received by you in connection with the Service(s).

## VII. ELECTRONIC ACCESS TO AGREEMENT/OTHER COMMUNICATIONS

By accepting below, you acknowledge that you have access to our Website at <http://www.danepeterson.app/rcinstall>, where a standard form of this Installment Agreement and related privacy and other communications will be available to you. If at any time after your order you want a copy of this Installment and Sales Agreement, you may call 1-970-847-5228 and request a copy be emailed to you.

## VIII. RETURN POLICY

Customers have 14 days from the date of installation of the Home Equipment to return equipment and receive a refund. If you do not return your Home Equipment in accordance with this return policy, you will be responsible for all outstanding charges under this Installment Agreement and it will remain in full force and effect.

## IX. LIMITED WARRANTY

The Home Equipment and the service(s) are provided “as is,” without warranty of any kind, either express or implied. Neither we nor our affiliates, suppliers, employees, agents, or contractors warrant that Home Equipment or the service(s) will meet your requirements, that any communications will be transmitted in uncorrupted form, provide uninterrupted use, or operate as required, without delay, or without error. All representations and warranties of any kind, express or implied, including, but not limited to, any warranties of performance, noninfringement, fitness for a particular purpose or merchantability, are hereby disclaimed and excluded unless otherwise prohibited or restricted by applicable law.

## X. LIMITATION OF OUR LIABILITY

a. Application. The limitations of liability set forth in this Section apply to any acts, omissions, and negligence of us and our underlying third-party service providers, agents, suppliers, distributors, licensors and business partners (and their respective officers, employees, agents, contractors or representatives) which, but for that provision, would give rise to a cause of action in contract, tort, or under any other legal doctrine.

b. One Year Limitation Period. You must commence any claim or action within one (1) year of the date of the occurrence of the event or facts giving rise to a dispute or you waive the right to pursue any claim based on such events or facts. You must notify us in writing of any billing dispute within 60 days of receiving the charges you dispute or you waive the right to pursue any claim based on such event or facts. If following such notification the dispute is not resolved to your satisfaction, you may commence an action in accordance with this agreement for up to one (1) year from receipt of the disputed charges.

c. Customer Equipment. You understand that customer equipment may need to be opened, updated, accessed or used either by you or by us or our affiliates, employees, agents, or contractors, in connection with the installation, updating or repair of the service(s). The opening, accessing or use of customer equipment used in connection with the service(s) may void warranties provided by the manufacturer or other parties relating to the customer equipment hardware or software. Neither we nor any of our affiliates, employees, agents, or contractors shall have any liability whatsoever as the result of the voiding of any such warranties. Neither we nor any of our affiliates, suppliers, employees, agents, or contractors shall have any liability whatsoever for any damage, loss, or destruction to the customer equipment except as may be caused by gross negligence or willful misconduct. In the event of gross negligence or willful misconduct by us, our suppliers, employees, agents, or contractors we shall pay at our sole discretion for the repair or replacement of the damaged customer equipment up to a maximum of \$700. This shall be your sole and exclusive remedy relating to such activity.

d. Other Services or Equipment. By accepting this agreement, you waive all claims against us for interference, disruption, or incompatibility between the Home Equipment or the service(s) and any other service, systems, or equipment. In the event of such interference, disruption, or incompatibility, your sole remedy shall be to terminate the service(s) in accordance with section VIII(b).

e. Software. We make no representation or warranty that any software or application installed on Customer Equipment, downloaded to Customer Equipment, or available through the Internet does not contain a virus or other harmful feature. It is your sole responsibility to take appropriate precautions to protect any Customer Equipment from damage to its software, files, and data as a result of any such virus or other harmful feature. We may, but are not required to, terminate all or any portion of the Service(s) if a virus or other harmful feature or software is present on your Customer Equipment. If we decide, in our sole discretion, to install or run virus check software on your Customer Equipment, we make no representation or warranty that the virus check software will detect or correct any or all viruses. You acknowledge that you may incur additional charges for any service call related to a virus or other harmful feature detected on the Customer Equipment. Neither we nor our affiliates, suppliers, employees, agents, or contractors shall have any liability whatsoever for any damage to or loss of any hardware, software, files, or data resulting from a virus, any other harmful feature, or from any attempt to remove it. In addition, as part of the installation process for the software and other components of the Service(s), system files on the Customer Equipment may be modified. We do not represent, warrant or covenant that these modifications will not disrupt the normal operations of any of the Customer Equipment including the loss of files. We do not represent, warrant, or covenant that the installation of the special software or applications or access to our Web portal(s) will not cause the loss of files or disrupt the normal operations of any of the Customer Equipment. For these and other reasons, you acknowledge and understand the importance of backing up all files to another storage mechanism and you understand and accept the risks if you decide not to back up files. Neither we nor our affiliates, suppliers, employees, agents, or contractors shall have any liability whatsoever for any damage to or loss of any software, files, or data.

f. Disruption of Service. The Service(s) are not fail-safe and are not designed or intended for use in situations requiring fail-safe performance or in which an error or interruption in the Service(s) could lead to severe injury to business, persons, property, or environment ("High Risk Activities"). These High Risk Activities may include, without limitation, vital business, or personal communications, or activities where absolutely accurate data or information is required. You expressly assume the risks of any damages resulting from High Risk Activities. We shall not be liable for any inconvenience, loss, liability, or damage resulting from any interruption of the Service(s), directly or indirectly caused by, or proximately resulting from, any circumstances beyond our immediate control, including, but not limited to, causes attributable to you or your property; inability to obtain access to the Premises; failure of any signal at the transmitter; failure of a communications satellite; loss of use of poles, or other utility facilities; labor disputes; riot or insurrection; war;

explosion; malicious mischief; fire, flood, lightning, earthquake, weather conditions, or other acts of God; failure or reduction of power; or any court order, law, act or order of government restricting or prohibiting the operation or delivery of the Service(s). In all other cases of an interruption of the Service(s), you shall be entitled upon a request made within 120 days of such interruption, to a pro rata credit for any Service(s) interruption exceeding twenty-four consecutive hours after such interruption is reported to us, or such other period of time as may be specifically provided by law. Unless specifically provided by law, such credit shall not exceed the fixed monthly charges for the month of such Service(s) and excludes all nonrecurring charges, one-time charges, per call or measured charges, regulatory fees and surcharges, taxes and other governmental and quasi-governmental fees. Except and unless specifically prohibited by law, such credit shall be your sole and exclusive remedy for an interruption of service(s). Any additional credits, if any, provided by us are at our sole discretion and in no event shall constitute or be construed as a course of conduct by us.

g. Third Parties. Notwithstanding anything to the contrary in this Agreement, you acknowledge and understand that we may use third parties to provide components of the Service(s), including without limitation, their services, equipment, infrastructure, or content. We shall not be bound by any undertaking, representation or warranty made by an agent, or employee of ours or of our underlying third-party providers and suppliers in connection with the installation, maintenance, or provision of the Service(s), if that undertaking, representation, or warranty is inconsistent with the terms of this Agreement. We are not responsible for any services, equipment, infrastructure, and content that are not provided by us, or the performance (or non-performance) of third-party services, equipment, infrastructure, or content, even if they are components of the Service(s), and we shall have no liability with respect to such services, equipment, infrastructure, and content. You should address questions or concerns relating to such services, equipment, infrastructure, and content to the providers of such services, equipment, infrastructure, and content. We do not endorse or warrant any third-party products, services, or content that are distributed or advertised over the Service(s).

h. Damages. Except as specifically provided in this agreement, neither we nor our affiliates, suppliers, employees, agents, or contractors shall under any circumstances or under any legal theory (including, but not limited to, tort or contract) have any liability to you or to any other person or entity for the following losses, damages, or costs:

(1) any direct, indirect, incidental, special, treble, punitive, exemplary, or consequential losses or damages (including, but not limited to, loss of profits, loss of earnings, loss of business opportunities, personal injuries, or death) that result directly or indirectly from or in connection with (i) your reliance on or use of the RancherCam-provided Equipment, the customer equipment or the service(s) or (ii) the installation, self-installation, maintenance, failure, or removal of the RancherCam-provided Equipment, the customer equipment or the service(s) (including, but not limited to, any mistakes, omissions, interruptions, hardware or software breach, failures or malfunctions, deletion or corruption of files, work stoppage, errors, defects, delays in operation, delays in transmission, or failure of performance of the service(s), the RancherCam-provided Equipment, or the customer equipment, or any other mistakes, omissions, loss of picture data, e-mail, video data, or other information or data); or

(2) Any losses, claims, damages, expenses, liabilities, legal fees, or other costs that result directly or indirectly from or in connection with any allegation, claim, suit, or other proceeding based upon a contention that the use of the RancherCam-provided Equipment, the Customer Equipment, or the Service(s) by you or any other person or entity infringes upon the contractual rights, privacy, confidentiality, copyright, patent, trademark, trade secret, or other intellectual property rights of any third party.

i. Customer's Sole Remedies. Your sole and exclusive remedies under this Agreement are as expressly set forth in this Agreement. Certain of the above limitations may not apply if your state does not allow the exclusion or

limitation of implied warranties or does not allow the limitation or exclusion of incidental or consequential damages. In those states, our liability and of our employees, affiliates, suppliers, agents, or contractors is limited to the maximum extent permitted by law.

j. Survival of Limitations. All representations, warranties, indemnifications, and limitations of liability contained in this Agreement shall survive the termination of this Agreement; any other obligations of the parties hereunder shall also survive, if they relate to the period before termination or if, by their terms, they would be expected to survive such termination.

## XI. INDEMNIFICATION AND LIABILITY

You agree that you shall be responsible for and shall defend, indemnify, and hold harmless us and our employees, affiliates, suppliers, agents, and contractors and shall reimburse us for any damages, losses, or expenses (including without limitation, reasonable attorneys' fees and costs) incurred by us in connection with any claims, suits, judgments, and causes of action arising out of (a) your use of the service(s), the RancherCam-provided Equipment or the customer equipment; (b) violation or infringement of contractual rights, privacy, confidentiality, copyright, patent, trademark, trade secret, or other intellectual property and proprietary rights arising from your use of the service(s) or any unauthorized apparatus or system; (c) any claims or damages arising out of the lack of 911/e911 or dialing associated with a home security, home detention, or medical monitoring system; and (d) your breach of any provision of this agreement or any AUP.

## XII. CUSTOMER PRIVACY NOTICE AND SECURITY

a. We will provide you with a copy of our customer privacy notice at the time we enter into an agreement to provide any Service(s) to you, and annually afterwards, or as otherwise permitted by law. You can view the most current version of our privacy notice by going to <http://www.danepeterson.app/rcprivacy>.

b. To the extent we are expressly required to do so by applicable law, we will provide notice to you of a breach of the security of certain personally identifiable information about you. It is our information security policy to provide such notice to you in the manner set forth in Section XIV.

## XIII. GENERAL TERMS AND CONDITIONS

a. Entire Agreement. This Agreement and any other documents incorporated by reference constitute the entire agreement and understanding between you and us with respect to the subject matter of this Agreement, and replace any and all prior written or verbal agreements.

b. **Enforcement.** This Agreement shall be governed, construed, and interpreted by the laws of the State of Colorado. Any action filed to enforce or interpret this Agreement shall be filed in the Morgan County District Court in Colorado. The non-prevailing party in any dispute under this Agreement shall pay all costs and expenses, including attorneys' fees and costs, incurred by the prevailing party in resolving such dispute.

c. Severability. If any portion of this Agreement is held to be unenforceable, the unenforceable portion shall be construed in accordance with applicable law as nearly as possible to reflect the original intentions of the parties, and the

remainder of the provisions shall remain in full force and effect.

d. Waiver. We do not waive any provision or right if we fail to insist upon or enforce strict performance of any provision of this Agreement. Neither the course of conduct between you and us, nor trade practices, shall act to modify any provision of this Agreement.

e. No Modifications. No part of this Agreement may be modified, altered, or changed for any purpose, unless expressly agreed to in writing by both Parties.

f. Assignability. This Agreement and the Service(s) furnished hereunder may not be assigned by you. We may freely assign our rights and obligations under this Agreement with or without notice to you.

g. Non-Discrimination Policy. We will not discriminate in the application of our credit inquiries or deposit policy, nor will we discriminate in any manner in providing RancherCam Services on the basis of race, color, sex, creed, religion, nationality, sexual orientation, or marital status.

h. Waiver of Jury Trial. Whether in court or in arbitration, you agree to waive the right to trial by a jury.

i. Additional Representations and Warranties. In addition to representations and warranties you make elsewhere in this Agreement, you also represent and warrant that:

1. Age: You are at least 18 years of age.

2. Customer Information: You represent and warrant that you have provided us with information that is accurate, complete and current, including without limitation your legal name, address, telephone number(s), the number of devices on which or through the Service(s) is being used, and payment data (including without limitation information provided when authorizing recurring payments). You agree to notify us immediately if there is any change in the information that you have provided to us, including without limitation any change in your telephone number or mobile telephone number. Failure to do so is a breach of this agreement. If you owe any outstanding amounts for the service(s) or have any unreturned equipment, this obligation shall survive the termination of this agreement and shall continue until you pay all outstanding amounts in full and return all equipment. You agree that you shall indemnify, defend, and hold us harmless from any claim or liability resulting from your failure to notify us of a change in the information you have provided, including any claim or liability under the telephone consumer protection act (47 U.S.C. Sec. 227), and any regulations promulgated thereunder resulting from us attempting to contact you at the mobile telephone number you provided.

j. Information Provided to Third Parties. We are not responsible for any information provided by you to third parties including credit/debit card or banking information, and this information is not subject to the privacy provisions of this Agreement or the privacy notice for the Service(s). You assume all privacy, security, and other risks associated with providing any information, including customer proprietary network information ("CPNI") or personally identifiable information, to third parties via the Service(s). For a description of the privacy protections associated with providing information to third parties, you should refer to the privacy policies, if any, provided by those third parties.

k. Protection of Our Information and Marks. All Service(s) information, documents, and materials on our websites are protected by trademark, copyright or other intellectual property laws, and international treaty provisions. All websites, corporate names, service marks, trademarks, trade names, logos, and domain names (collectively “marks”) of ours and our affiliates are and shall remain our exclusive property. Nothing in this Agreement shall grant you the right or license to use any of the marks.

l. Export Laws. You expressly agree to comply with all applicable export and re-export laws, including, but not limited to, the Export Administration Act, the Arms Export Control Act, and their implementing regulations. You further expressly agree not to use the Service(s) in any way that violates any provision of such laws or their implementing regulations.

m. Retention of Rights. Nothing contained in this Agreement shall be construed to limit our rights and remedies available at law or in equity. Upon termination of this Agreement for any reason, we and our agents reserve the right to delete all your data, files, electronic messages or other information that is stored on our or our suppliers’ servers or systems. In addition, you may forfeit your account username and all e-mail, IP and Web space addresses, we shall have no liability whatsoever as the result of the loss of any such data, names, addresses, or numbers.

n. Monitoring and Recording. You agree that RancherCam and its agents may monitor and record any telephone calls or other voice, data or image communications that are transmitted between: (1) RancherCam and its agents and (2) you, your agents, any user of your Service(s) or Equipment.

#### XIV. NOTICE METHOD FOR CHANGES TO THIS AGREEMENT

We may deliver any notice concerning our relationship with you, including notice of any change to this Agreement, in any one or more of the following ways, as determined in our discretion: (i) by posting it on [www.RancherCam.com](http://www.RancherCam.com) or any other website about which you have been notified; (ii) by mail or hand delivery to your Premises; (iii) by e-mail to the address for your account in our records; or (iv) by including it on or with your bill for Service(s). You agree that any one of the foregoing will constitute sufficient and effective notice under this Agreement. Because we may from time to time notify you about important information regarding the Service(s) and this Agreement by these methods, you agree it is your responsibility to regularly check your postal mail, e-mail and all postings at [www.RancherCam.com](http://www.RancherCam.com) or any other website about which you have been notified. If you find any change to this Agreement to be unacceptable, you have the right to cancel your Service(s). Your continued receipt of the Service(s) for more than 30 days after we deliver notice of the change, however, will constitute your acceptance of the change.

#### XV. IMPORTANT INFORMATION

If you are unable to get a problem resolved to your satisfaction at our local office, you may write to the RancherCam Corporate Offices at 33035 County Road W.7, Snyder, CO, 80750 with concerns and complaints.