

TERMS OF SERVICE

Effective Date These Terms of Service (“Terms”) become effective on the date you complete payment for a service plan.

These Terms are entered into between:

Elemology Family Holdings Corp A for-profit corporation of the State of Florida (“Provider”) and

You The person who purchases the service (“Client”)

By completing payment for any service plan on our website, you acknowledge that you have read, understood, and agree to be bound by these Terms.

1. Services The Provider arranges non-medical companionship and in-home support services in Venezuela for the Beneficiary designated by the Client. The specific services included depend on the plan purchased (Flex, Essential, Plus, or Total). The description of each plan is available on the website at the time of purchase. The Provider does not provide medical care, nursing services, medication administration, or clinical treatments.

2. Client and Beneficiary Information The Client agrees to provide accurate and complete information about the Client and the Beneficiary through the forms available on the website or as requested by the Provider. The Provider will rely on the information supplied by the Client.

When the Client places an order and completes payment, we collect the following information as part of the payment process:

- Your full name
- Your billing address
- Your phone number

This information is necessary to process your payment, calculate and collect applicable sales taxes, verify the transaction, prevent fraud, and fulfill your order. By completing a purchase, you agree to the collection and use of this information for these purposes. We do not sell or share this information with third parties, except as necessary to process payments, comply with legal obligations, or as otherwise described in our Privacy Policy.

3. Fees and Payment

- The monthly fee for the selected plan will be charged according to the prices displayed at the time of purchase.
- Payment will be made in advance on the first day of the month. The billing period covered by this payment begins on the first day of the month and ends on the last day of the month.
- If the plan is contracted after the billing period has already begun, the remaining days of the current month will be prorated, and the difference for the remaining days will be charged.

- Purchases and/or market, pharmacy, and/or related expenses are the responsibility of the Client or Beneficiary and are not included in the plan fee.
- Costs of repairs, parts, materials, or third-party providers (plumbing, electrical, masonry) are the responsibility of the Client or the Beneficiary and are not included in the plan fee.

4. Term and Cancellation

- These Terms begin on the date of the first payment and will automatically renew on a monthly or yearly basis, according to the contracted plan.
- The Client may change plans at any time, provided that the new plan will be implemented in the next billing period.
- The Client may cancel their plan by sending written notice at least fifteen (15) days prior to the next billing date. No refunds will be issued for the current billing period once services have begun. The Plan will be canceled on the last day of the current month and will not automatically renew.
- The Provider may suspend or terminate services for non-payment or for material breach of these Terms.
- In the event of the Beneficiary's death, the Provider will refund, within fifteen (15) days and according to the Client's instructions, the remaining balance starting on the date the Client notified the Provider of the loss at admin@consentidosvzla.com.

5. Reports The Provider will send reports on the Beneficiary's status to the Client at the frequency corresponding to the purchased plan.

6. Independent Contractors The services in Venezuela are performed by independent contractors engaged by the Provider. These individuals are not employees of the Provider.

7. Limitation of Liability The Provider's role is limited exclusively to hiring independent contractors and managing payment for the services. The Provider does not coordinate, supervise, arrange, or perform any companionship or in-home support services. The actual services are performed exclusively by the independent contractors. To the maximum extent permitted by law, the Provider shall not be liable for:

- Acts or omissions of the independent contractors.
- Injuries, accidents, losses, or damages that occur during the provision of the services.
- The quality or outcome of any repair work or of third-party providers.
- Any medical event or health condition of the Beneficiary.

The Provider's total liability under these Terms shall not exceed the total amount of fees paid by the Client during the three (3) months immediately preceding the claim.

8. Assumption of Risks and Waiver of Liability The Client acknowledges and agrees that the services arranged by the Provider involve inherent risks, including, among others, risks related to transportation, home visits, accompaniment of the Beneficiary, and coordination of third-party services.

To the maximum extent permitted by law, the Client voluntarily assumes all risks associated with the services and releases, waives, and forever discharges the Provider, its officers, directors, employees, agents, and independent contractors from any claims, demands, causes of action, damages, losses, or liability arising out of or related to the services, including, among others, personal injury, property damage, emotional distress, or death, whether caused by negligence or otherwise, except in cases of gross negligence or intentional misconduct by the Provider.

The Client further agrees to indemnify and hold the Provider harmless against any claims brought by the Beneficiary or by third parties arising from the services provided under these Terms.

9. Changes to these Terms The Provider reserves the right to modify, update, or replace these Terms of Service at any time, at our sole discretion.

When we make material changes, we will post the revised Terms on this page and update the “Last updated” date at the top. In some cases, we may also notify you by email or through a notice on the website or in your account.

Your continued use of the website or any of our services after the revised Terms become effective constitutes your acceptance of the changes. If you do not agree with the updated Terms, you must stop using our services. We recommend reviewing these Terms periodically.

10. Governing Law These Terms shall be governed by the laws of the State of Florida, United States of America.

11. Acceptance By completing payment for a service plan on our website, you confirm that you accept and agree to these Terms, referred to as the Client Terms of Service. If you do not agree with these terms, do not complete the payment.