

Terms of Service

SafeLineCare

Effective Date: December 2025

Please read these Terms of Service ("Terms") carefully before using SafeLineCare (the "Service"), operated by StopTheScam, LLC, a South Carolina limited liability company ("Company," "we," "us," or "our"). SafeLineCare is a trade name (DBA) of StopTheScam, LLC.

BY ACCESSING OR USING THE SERVICE, YOU AGREE TO BE BOUND BY THESE TERMS. IF YOU DO NOT AGREE TO ALL OF THESE TERMS, DO NOT USE THE SERVICE.

1. Description of Service

SafeLineCare provides phone-based technology support services designed primarily for older adults ("End Users"). The Service includes:

- (a) A dedicated telephone support line accessible by registered End Users;**
- (b) Technology assistance provided through automated systems, including artificial intelligence ("AI");**
- (c) Human support escalation when determined necessary or requested;**

(d) Scam protection software provided at no additional cost as part of the subscription.

2. Eligibility and Accounts

2.1 Subscriber Eligibility. You must be at least eighteen (18) years of age to purchase a subscription to the Service ("Subscriber"). By subscribing, you represent and warrant that you are of legal age to form a binding contract.

2.2 End User Registration. The Subscriber is responsible for registering the telephone number(s) of the End User(s) who will access the Service. The Subscriber represents and warrants that they have the authority and consent to register such telephone numbers and to enroll the End User in the Service.

2.3 Account Security. You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account. You agree to notify us immediately of any unauthorized use of your account.

2.4 Accuracy of Information. You agree to provide accurate, current, and complete information during registration and to update such information as necessary to keep it accurate, current, and complete.

3. Subscription, Billing, and Payment

3.1 Subscription Plans. The Service is offered on a subscription basis, with pricing and plan details as displayed on our website at the time of purchase.

3.2 Payment. Payment is due in advance at the beginning of each billing cycle. All fees are quoted and payable in United States dollars.

3.3 Automatic Renewal. Your subscription will automatically renew at the end of each billing period unless you cancel prior to the renewal date. You authorize us to charge your payment method on file for the renewal.

3.4 Cancellation. You may cancel your subscription at any time through your account dashboard or by contacting us at support@safelinecare.com. Cancellation will be effective at the end of

the current billing period. No refunds will be provided for partial billing periods except as set forth in Section 4.

3.5 Price Changes. We reserve the right to change our prices at any time. Price changes will be communicated to you in advance and will apply to the next billing cycle following notice.

4. Money-Back Guarantee

4.1 Guarantee Period. We offer a fourteen (14) day money-back guarantee from the date of initial purchase.

4.2 Conditions. To be eligible for a refund under this guarantee, the following conditions must be met:

(a) The refund request must be submitted within fourteen (14) days of the original purchase date;

(b) The registered End User must have made fewer than five (5) calls to the support line during the guarantee period.

4.3 Refund Process. To request a refund, contact us at support@safelinecare.com. Refunds will be processed to the original payment method within ten (10) business days of approval.

5. Use of Artificial Intelligence and Automated Systems

5.1 AI-Powered Support. You acknowledge and agree that the Service utilizes artificial intelligence and automated systems to provide technology support. Most interactions with the Service will be handled by AI-powered systems, with human support available for escalation when necessary or upon request.

5.2 Limitations of AI. You acknowledge that AI systems may have limitations and may not always provide accurate, complete, or appropriate responses. The Company makes no representations or warranties regarding the accuracy, reliability, or completeness of any information or assistance provided by the AI systems.

5.3 No Professional Advice. The Service provides general technology assistance only. Nothing provided through the Service constitutes professional, legal, financial, medical, or other specialized advice. You

should not rely on the Service for any decisions requiring professional judgment.

5.4 Assumption of Risk. YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT USE OF AI-POWERED SUPPORT SYSTEMS INVOLVES INHERENT RISKS, INCLUDING BUT NOT LIMITED TO THE RISK OF RECEIVING INACCURATE OR INCOMPLETE INFORMATION. YOU ASSUME ALL RISKS ASSOCIATED WITH RELIANCE ON ANY INFORMATION OR ASSISTANCE PROVIDED THROUGH THE SERVICE.

6. Call Recording and Data Use

6.1 Recording Consent. You acknowledge and agree that all calls to the Service may be recorded for quality assurance, training, service improvement, and AI development purposes. By using the Service, you consent to such recording on behalf of yourself and any End Users you register.

6.2 Use of Recordings and Data. We retain the right to use call recordings, transcripts, and all data collected through the Service for the following purposes:

- (a) Providing and improving the Service;**
- (b) Training and improving our AI and automated systems;**
- (c) Developing new products and services;**
- (d) Quality assurance and monitoring;**
- (e) Compliance with legal obligations;**
- (f) Any other purpose disclosed in our Privacy Policy.**

6.3 Data Retention. We may retain call recordings and associated data indefinitely for the purposes described above, even after termination of your subscription. For more information, please see our Privacy Policy.

7. Scam Protection Software

7.1 License Grant. Subject to these Terms, we grant you a limited, non-exclusive, non-transferable, revocable license to use the scam protection software included with your subscription solely for personal, non-commercial purposes.

7.2 No Guarantee of Protection. The scam protection software is provided as a tool to help identify potential scams, but it does not guarantee detection or prevention of all scams, fraud, or malicious activity. You acknowledge that no software can provide complete protection against all threats.

7.3 User Responsibility. You and the End User remain solely responsible for exercising caution and judgment in all online and telephone interactions. The Company is not liable for any losses resulting from scams, fraud, or other malicious activity, regardless of whether the scam protection software was in use.

8. Acceptable Use

You agree not to use the Service to:

- (a) Violate any applicable law, regulation, or third-party rights;
- (b) Engage in abusive, harassing, threatening, or harmful behavior toward Company personnel or systems;
- (c) Attempt to gain unauthorized access to any systems or networks;
- (d) Use the Service for any commercial purpose or for the benefit of any third party not registered as an End User;
- (e) Interfere with or disrupt the Service or servers or networks connected to the Service;
- (f) Misrepresent your identity or provide false information.

9. Limitations of Service

9.1 Not Emergency Services. THE SERVICE IS NOT A SUBSTITUTE FOR EMERGENCY SERVICES. IN CASE OF AN EMERGENCY, CALL 911 OR YOUR LOCAL EMERGENCY NUMBER.

9.2 Scope of Support. The Service is designed for common consumer technology issues, including but not limited to smartphones, computers, tablets, email, streaming services, and similar consumer devices and applications. The Service is not intended for complex business IT systems, network infrastructure, or specialized professional equipment.

9.3 No Guarantee of Resolution. We do not guarantee that every issue can be resolved. Some technology problems may require in-person assistance, professional repair services, or replacement of devices or software.

10. Disclaimer of Warranties

THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT. WE DO NOT WARRANT THAT THE SERVICE WILL BE UNINTERRUPTED, ERROR-FREE, SECURE, OR FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. WE MAKE NO WARRANTIES OR REPRESENTATIONS ABOUT THE ACCURACY, RELIABILITY, COMPLETENESS, OR TIMELINESS OF ANY INFORMATION, CONTENT, OR ASSISTANCE PROVIDED THROUGH THE SERVICE, WHETHER PROVIDED BY AI SYSTEMS OR HUMAN PERSONNEL. YOUR USE OF THE SERVICE IS AT YOUR SOLE RISK.

11. Limitation of Liability

11.1 TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL THE COMPANY, ITS OFFICERS, DIRECTORS, MEMBERS, EMPLOYEES, AGENTS, SUPPLIERS, OR LICENSORS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE, OR EXEMPLARY DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOSS OF PROFITS, GOODWILL, USE, DATA, OR OTHER INTANGIBLE LOSSES, ARISING OUT OF OR RELATED TO YOUR USE OF OR INABILITY TO USE THE SERVICE, REGARDLESS OF WHETHER SUCH DAMAGES ARE BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR ANY OTHER LEGAL THEORY, AND EVEN IF THE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

11.2 TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE TOTAL LIABILITY OF THE COMPANY FOR ANY CLAIMS ARISING OUT OF OR RELATED TO THESE TERMS OR THE SERVICE SHALL NOT EXCEED THE GREATER OF (A) THE AMOUNT YOU PAID TO THE COMPANY FOR THE SERVICE IN THE TWELVE (12) MONTHS PRECEDING THE CLAIM, OR (B) ONE HUNDRED DOLLARS (\$100).

11.3 THE LIMITATIONS IN THIS SECTION APPLY TO ALL CLAIMS, WHETHER BASED ON WARRANTY, CONTRACT, TORT, STATUTE, OR ANY OTHER LEGAL THEORY, AND WHETHER OR NOT THE COMPANY HAS BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGE.

12. Indemnification

You agree to indemnify, defend, and hold harmless the Company and its officers, directors, members, employees, agents, and affiliates from and against any and all claims, damages, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) arising out of or related to: (a) your use of the Service; (b) your violation of these Terms; (c) your violation of any rights of any third party; (d) any actions taken by any End User you register with the Service; or (e) any information or content provided by you or any End User through the Service.

13. Termination

13.1 Termination by You. You may cancel your subscription at any time as described in Section 3.4.

13.2 Termination by Company. We may suspend or terminate your access to the Service at any time, with or without cause, and with or without notice. Reasons for termination may include, but are not limited to, violation of these Terms, abusive behavior, non-payment, or conduct that we determine to be harmful to the Service, other users, or the Company.

13.3 Effect of Termination. Upon termination, your right to use the Service will immediately cease. Sections 5, 6, 10, 11, 12, 14, and 15 shall survive termination of these Terms.

14. Dispute Resolution and Arbitration

14.1 Binding Arbitration. PLEASE READ THIS SECTION CAREFULLY. IT AFFECTS YOUR LEGAL RIGHTS, INCLUDING YOUR RIGHT TO FILE A LAWSUIT IN COURT.

You and the Company agree that any dispute, claim, or controversy arising out of or relating to these Terms or the Service shall be resolved by binding arbitration, rather than in court, except that either party may seek equitable relief in court for infringement or misuse of intellectual property rights.

14.2 Arbitration Procedures. Arbitration shall be conducted by the American Arbitration Association ("AAA") under its Consumer Arbitration Rules. The arbitration shall take place in South Carolina, unless you and the Company agree otherwise. The arbitrator's decision shall be final and binding.

14.3 Class Action Waiver. YOU AND THE COMPANY AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.

14.4 Small Claims Exception. Notwithstanding the foregoing, either party may bring an individual action in small claims court for disputes within the court's jurisdictional limits.

15. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of South Carolina, without regard to its conflict of law provisions. Any legal action or proceeding not subject to arbitration shall be brought exclusively in the state or federal courts located in South Carolina, and you consent to the personal jurisdiction of such courts.

16. Changes to Terms

We reserve the right to modify these Terms at any time. If we make material changes, we will notify you by email or by posting a notice on our website prior to the effective date of the changes. Your continued use of the Service after the effective date of any changes constitutes your acceptance of the modified Terms. If you do not agree to the modified Terms, you must stop using the Service and cancel your subscription.

17. General Provisions

17.1 Entire Agreement. These Terms, together with our Privacy Policy, constitute the entire agreement between you and the Company regarding the Service and supersede all prior agreements and understandings.

17.2 Severability. If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

17.3 Waiver. The failure of the Company to enforce any right or provision of these Terms shall not constitute a waiver of such right or provision.

17.4 Assignment. You may not assign or transfer these Terms or your rights under these Terms without our prior written consent. We may assign our rights and obligations under these Terms without your consent.

17.5 Contact Information. If you have any questions about these Terms, please contact us at support@safelinecare.com.

— End of Terms of Service —