

Premium Care subscription by OMRON Terms and Conditions

General Program Terms

1. Acceptance to the Terms and Conditions

Before you are permitted to use the Premium Care services, you are required to accept these Terms and Conditions. Your acceptance to the Terms and Conditions will be deemed to occur upon your purchase of the Premium Care services and shall create a legally binding written contract between You and Omron.

You also accept the Terms of Service and its amendments and/or changes (if any) when you use the Premium Care services or continue to use the Premium Care services. You are also deemed to have willingly given your consent to be contacted by Omron, its affiliates and third parties appointed by Omron via email, phone or SMS for any matters related to the Premium Care services hereunder.

2. Eligibility:

The subscription is valid only for the individual registered under this service. Blood pressure readings recorded must belong to the registered subscriber.

3. Device Usage:

Subscribers must use their registered connected blood pressure monitors to ensure compatibility with the Premium Care services.

4. AI-Powered Blood Pressure Report and Accuracy:

AI-Powered Blood Pressure Reports are generated based on the data provided by the subscriber's device. OMRON is not responsible for inaccuracies due to improper device usage or tampered data. The AI-powered blood pressure status reports and the data within is required as part of supporting documents for any insurance claims.

The AI-Powered Blood Pressure Report generated as part of the Premium Care subscription is provided for informational purposes only and is not intended to constitute or substitute for medical advice, diagnosis, or treatment. The Report is based solely on the data provided by the subscriber's device and does not take into account the subscriber's full medical history or other health conditions. Subscribers should not rely on the Report to make decisions regarding their health or medical care. OMRON strongly recommends that subscribers consult with a registered medical practitioner or other qualified healthcare professional to interpret the Report and to obtain advice regarding any health condition, symptoms, or treatment options. OMRON disclaims any liability for actions taken or not taken by subscribers based on the information provided in the Report.

5. Service Request and Insurance Claims:

OMRON standard warranty terms will still apply.

Liquid damage and corrosion coverage is only applicable to registered connected blood pressure monitors that are currently under warranty and have an active annual paid subscription to Premium Care.

Each paid subscription allows for one registered device service request.

- For repairable devices, you can make unlimited claims during the warranty period as long as you

have an active Premium Care subscription. However, product replacements are limited to one unit per year under the same subscription.

Service requests outside of warranty coverage will incur charges based on OMRON's standard servicing fee structure.

Insurance Claims: Please refer to the insurance policy documents for full coverage terms. By subscribing to Premium Care, the subscriber acknowledges and agrees to be bound by the terms and conditions of QBE Insurance and Bolttech, as applicable. OMRON is not responsible for the content or enforcement of such third-party terms.

6. Third-Party Service Providers:

OMRON is not the provider of the insurance or device pick-up and delivery services. Health insurance is provided and fulfilled by QBE Insurance.

Device pick-up and delivery services are provided and fulfilled by Bolttech.

OMRON does not assume any liability for the acts, omissions, or performance of QBE Insurance or Bolttech, and any claims or disputes relating to insurance or logistics services must be directed to the respective service provider.

7. Subscription Cancellation:

If a subscriber cancels within the first month of the free trial and no claims have been made, the subscription can be cancelled with no penalty.

If cancellation occurs after the free trial period or if a claim has been made during the trial, the subscription fee will apply in full.

8. Data Privacy:

Subscriber's data will be handled in accordance with OMRON's privacy policy and will not be shared with third parties without consent, except for authorized service providers like QBE Insurance and Bolttech. Subscriber data may be transferred to and processed in jurisdictions outside of Singapore, where data protection standards may differ. OMRON will ensure that appropriate safeguards are in place to protect subscriber data in accordance with applicable laws. Subscribers have the right to access, correct, or request deletion of their personal data, subject to applicable law.

9. Modification of Terms:

OMRON reserves the right to modify these terms and conditions at any time, with prior notice provided to subscribers.

10. Liability Disclaimer:

To the maximum extent permitted by law, OMRON's total liability to any subscriber for any and all claims arising out of or in connection with the Premium Care subscription, whether in contract, tort, or otherwise, shall not exceed the total subscription fees paid by the subscriber for the current subscription period. OMRON shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including but not limited to loss of data, loss of profits, or business interruption, even if OMRON has been advised of the possibility of such damages.

11. Renewal Policy:

Subscription renewal is subject to payment of applicable fees and adherence to all terms and conditions.

12. Refund Policy:

Refunds are not allowed upon payment of subscription.

13. Premium Care Logistics Service:

The Premium Care Logistics Service is offered by OMRON and operated by Bolttech, and this service is available within Singapore only for customers currently subscribed to OMRON Premium Care with a valid connected blood pressure monitoring machine. Pick-Up and return Drop-Off service is only available for the following situations:

- Damages that occur within OMRON warranty term and limits
- Accidental and Liquid Damages that affect the functionality of the Connected Blood Pressure Monitoring machine
- Battery leakage that affects the functionality of the Connected Blood Pressure Monitoring machine

Operational Hours: Logistics services operate from **9:00 AM to 6:00 PM**, Mondays to Fridays (business days).

Pick-Up Requests:

- **Same Day Pick-Up:** Requests must be submitted by **2:00 PM** on the same day.
- **Next Day Pick-Up:** Requests submitted after **2:00 PM** will be scheduled for the next business day.
- Bolttech, as the service provider, reserves the right to reject pick-up requests if the device is not an OMRON connected blood pressure monitor.
- **Rescheduling:**
 - Any rescheduling of logistics services must be communicated at least **2 hours prior** to the originally scheduled time.
- **Packaging Requirements:**
 - Please ensure that the device is **safely packaged** for our logistics team to pick up.
- **Contact Information:**
 - For any logistics-related inquiries or service requests, please contact us at servicerequest@bolttech.sg.
- **Liability:**
 - Bolttech shall not be liable for any loss, damage, or delay to the goods during transit, except where such loss, damage, or delay is caused by Bolttech's gross negligence or willful misconduct. Bolttech's liability in such cases shall be limited to the direct cost of the goods or the cost of repair, whichever is lower. Bolttech shall not be liable for any indirect, incidental, special, or consequential damages.

14. Force Majeure

Omron, its affiliates and third parties appointed by Omron shall not be liable or responsible for any failure to

perform, or delay in performance of any of its obligation under these Terms and Conditions where such failure or delay is caused by events outside of the control of Omron, its affiliates and third parties appointed by Omron ("**Force Majeure Event**").

In the event of occurrence of any Force Majeure Event(s) during Omron's processing of your service or claim request, Omron shall have an extension of time for the performance of its obligation for the same duration of the Force Majeure Event.

15. Dispute Resolution and Governing Law:

These terms and conditions shall be governed by and construed in accordance with the laws of Singapore. Any disputes arising out of or in connection with these terms shall be subject to the exclusive jurisdiction of the courts of Singapore.