



PLEASE NOTE: YOUR CARE PLAN IS NOT A HOME WARRANTY OR INSURANCE CONTRACT, NOR IS IT INTENDED TO COMPLY WITH ANY FINANCIAL RESPONSIBILITY LAW(S).

Send all payments and reimbursement requests to:

Conserva Care LLC
Care Plan Services
1275 Glenlivet Dr #100
Allentown, PA 18106

Web: www.conserva.care
E-mail: support@conserva.care
Phone: **844-930-2226**

Care Plans and associated benefits are provided through your Installer and administered by Conserva Care LLC.

General Provisions

Inconsistency

If there is any inconsistency between the language of this document and information provided by an agent or representative of any Care Plan or an independent contractor providing service to a customer, the language, terms, limits and conditions of this document shall control over any conflicting terms.

Telephone Monitoring

Members who telephone Solar Care Club consent to the monitoring and recording of incoming and follow-up phone calls.

Address/ Email/ Name

In order to keep your membership active, and to allow us to send you information that may affect your membership, you must notify us of any name, street address, or e-mail address (where applicable). We are not responsible for the inability to provide services related to your membership due to inaccurate contact information.

Benefits and Dues

Both are subject to change without notice. From time to time, additional benefits and services may be offered.

Bank Charges

We are not responsible for any fees or charges imposed by any bank or credit/debit card issuer relating to the use of your credit/debit card or personal check including but not limited to overdraft or credit limit fees.

Promotions

Solar Care Club offers a variety of discounts on new membership registrations. These are intended for those who have never been a part of the Solar Care Club. Those who abuse the promotion will be asked to pay in full or forfeit their membership. Memberships must be paid in full before services are available.



Definitions:

Active Membership: A membership that has been processed, accepted, and paid in full according to the respective membership tier.

Club Member: A member of the Solar Care Club that is accurately on record as the Primary owner and contact for the Enrolled PV system installed at their registered address

Club Benefit: A service, reimbursement, product, or discount described in these Terms & Conditions that a Club Member receives according to the active membership tier they are enrolled in.

Membership Tier: A ranking of membership based on payment and request at the time the member application is submitted for approval. Different Solar Care Club Membership Tiers have different eligibilities, Club Benefits and limitations.

Benefit Limit: A Club Benefit listed in these Terms & Conditions that describes the maximum reimbursement amount eligible for a covered service or reimbursement for Solar Care Club members respective to their Membership Tier.

Enrolled PV System: A residential solar array enrolled in the Solar Care Club per member that is installed at the address associated with that member.

Solar Modules: Solar panels that are a part of the Enrolled PV system on file for the member.

Benefit Term: An amount of time listed in these Terms & Conditions that describes how long Club Benefits are available respective to the associated active Membership Tier.

Eligible: Refers to the approval for anything available to members at their request as a Club Benefit. The eligibility for Club Benefits is determined by the Membership Tier the Club Member currently holds. See below for details.

Treated Glass Surfaces: Solar Module that has been treated with Diamon-Fusion by an applicator dispatched or approved by Solar Care Club.

Service Provider: A third party that performs a requested service or fulfills a covered service that is eligible for member reimbursement once approved by Solar Care Club.

Affected Solar Module: Solar modules listed in service requests that may be eligible for an associated Club Benefit if approved by Solar Care Club.

Membership Dues: The cost of enrollment into the Solar Care Club based on the respective Membership Tier requested.

Membership Application: Form submitted by an agent or representative appointed by Solar Care Club that is signed by the Member with consensual intent for enrollment if approved and paid in full.

Membership Information

Start Date

Your membership begins three business days after your application is processed and accepted. Application does not guarantee enrollment. You will be notified via email if there is a problem with your application.

We do not provide benefits for anything that occurs before your start date. As with any organization, membership is subject to the payment of dues. Membership is for the period listed below in Member Enrollment Term. Should you violate this policy, your dues will be forfeit and membership cancelled.

Member Enrollment Term

For Basic Solar Care Club Membership Tier:

Once approved, your membership is active for an enrollment term of two (2) years as measured from the Start Date or until the date the Enrolled PV System listed on your Solar Care Club Membership Application is no longer in use, operation, or has been physically removed from the address listed on your Solar Care Club Membership Application, or you no longer reside at the address the Enrolled PV System listed on your Solar Care Club Membership Application is installed, whichever occurs sooner. All Club Benefits associated with the Basic Solar Care Club Membership will expire at the termination of the two (2) years even if you are enrolled in a higher Club Membership Tier.



For all other Solar Care Club Membership Tiers:

Once approved, your membership is active until the date the Enrolled PV System listed on your Solar Care Club Membership Application is no longer in use, operation, or has been physically removed from the address listed on your Solar Care Club Membership Application, or you no longer reside at the address the Enrolled PV System listed on your Solar Care Club Membership Application is installed, whichever occurs sooner.

Probationary Period

We reserve the right to limit access of *Preferred Solar Care Club Member* benefits on new memberships. In some cases, we may institute a 90-day probationary period or, for applicable members, have specific periods of time described below in the "ENROLLED PV SYSTEM CLEANING" section. During the probationary period, *Standard Solar Care Club Member* services will be available to you.

Eligible Members

You must be a named member on an active membership to utilize club benefits. Club benefits are not transferable to other household members. Each Enrolled PV System and address is limited to one Member and membership.

Membership Changes

You must be a member in good standing to upgrade the account. The allotment of service calls and Member Reimbursements will be in proportion to the length of membership. We evaluate each request for membership changes on a case by case basis. Usage will affect your ability to make these changes.

Eligible PV Systems

Club benefits can be used to provide service for any of the following residential Enrolled PV solar systems intended for non-commercial use:

- Residential Rooftop PV System.
- Residential Ground-Mount PV System.
- Residential CarPort PV System.

Eligible PV systems must be owned, financed, or leased by members enrolled in Solar Care Club. PV modules, inverters, wiring, conduit, or any additional PV System components that are damaged, broken, malfunctioning or not performing according to their manufacturer specifications before your membership begins are not eligible for service requests. If you attempt to utilize the service request on a PV system that is disabled before you become a member, your account may be cancelled and your membership fees forfeited as a result. (Please see section Probationary Period.) If you do not have an active membership at the time of a service request, we may not be able to reimburse you and/or there will be out of pocket expenses.

Ineligible PV Systems

The following PV Systems are NOT ELIGIBLE for club benefits:

- PV systems used for commercial and/or business purposes.
- Residential PV Systems located in an area that would be considered hazardous for service providers to reach. This would include, but not be limited to, PV systems located near unsafe power lines, PV systems located on unsafe roof surfaces, unsafe DC or AC connections, other unmaintained hazards, etc.
- PV Systems that are beyond repair, destined for recycling, or to be used as salvage.
- PV Systems that are detached, removed, or altered from its original fixture.
- PV Systems damaged or altered by acts of vandalism and/or theft.
- PV Systems on homes involved in any illegal or criminal activity.

Travel Conditions

If your Enrolled PV System shuts down and your home is located in an inaccessible area it will be at the discretion of the service providers in your area. If a road is regularly maintained, we may be able to service your Enrolled PV System, but cannot guarantee it.

Cancellation, Temporary Suspension and Non-Renewals

You may cancel your membership at any time by emailing support@conserva.care. We offer a full refund if you cancel within the first 30 days and have not used any service calls. We will provide a prorated refund of unused membership dues calculated from the cancellation



date, less the value of services rendered since the date of your enrollment or last membership renewal, whichever is more recent, except in California, Maryland, Massachusetts, Montana, Mississippi, Oklahoma, or Nevada where these deductions are not applied.

We may suspend or cancel certain membership benefits during a membership period for excessive use of the benefits and services we provide. Excessive can be defined as three times in one year, two times within one month, etc. Use of your Member Reimbursement benefits or service benefits four (4) times within any one membership year period will result in the automatic suspension of that benefit until the next membership year period. Throughout the suspension period, we will continue to dispatch a service provider at your expense if you call us for assistance.

We may cancel your membership during a membership period for any of the following reasons: 1) Failure to pay membership Enrollment Fee; 2) Material misrepresentations; 3) Fraudulent submission of a request for reimbursement; 4) Excessive use of the benefits and services we offer; 5) Creating multiple accounts; 6) or Having different aliases.

Solar Care Club Membership Tiers:

Basic Solar Care Club Membership:

- **Each member's Enrolled PV system will be eligible for a maximum benefit amount of four (4) cleaning requests per membership (max of two (2) cleaning requests per year) up to the respective maximum benefit amounts and Member Enrollment term for each.**
- **Not eligible for service requests**

Standard Solar Care Club Membership:

- **Not eligible for service or additional cleaning requests above the Basic Care Membership Benefit Limit.**

Preferred Solar Care Club Membership:

- **Each member's Enrolled PV system will be eligible to be covered or reimbursed for a maximum of one (1) cleaning request per membership year after the Basic Care Membership Benefit limit and term.**
- **Not eligible for service requests.**

Membership Plan Dues

Solar Care Club Membership Plan Price may be paid on behalf of the member by an agency, representative, or other 3rd parties approved by Solar Care Club.

Cleaning Requests

If the Enrolled PV System on your home requires cleaning, **you must fill out our form online at www.conserva.care, or scan the QR code below for cleaning requests.**

SCAN FOR ENROLLED PV SYSTEM CLEANING REQUESTS:





Service Requests

If the Enrolled PV System on your home becomes disabled in any way, **you must fill out our form online at www.conserva.care, or scan the QR code below for service requests.**

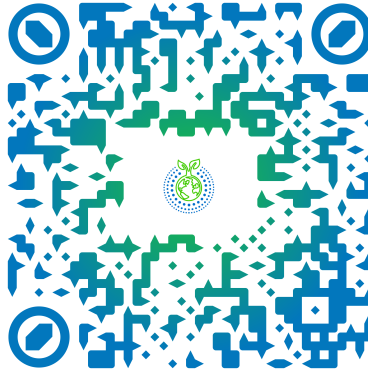
Solar Care Club will dispatch an authorized service provider for the following services for your Enrolled PV system:

PV System Service
PV Glass Breakage

PV System Inspections
Roof Inspections

Inverter Service
Battery Service

SCAN FOR ENROLLED PV SYSTEM SERVICE REQUESTS:



Members are limited to one (1) Member Reimbursement per service request. Solar Care Club will dispatch additional service calls at the expense of the member. Membership benefits will only apply to incidents that occur while membership is active. We reserve the right to charge for services rendered on expired or ineligible accounts. You may not add benefits or upgrade your membership at the time of need, purchase a secondary membership, or add associates to add service requests. Service requests are not transferable to other members on a membership and do not carry over from year to year.

We will do our best to accommodate residential systems over 50KW and cannot guarantee that service will be available. There will be a benefit limit on all approved residential service requests per Enrolled PV System.

If at any time you no longer require service, please contact us to cancel the dispatch, or follow the cancellation prompt on the follow up call from the service provider.

Service providers require that you be at your home when they arrive. Please answer your phone while you await their arrival as they may need location clarification. When the service provider arrives, sign the receipt for reimbursable expenses up to your benefit limit. You are responsible for payment of any additional expenses not eligible for reimbursement or in excess of your benefit limit.

Emergency service is not intended as an alternative to proper PV system maintenance. Please maintain your Enrolled PV system in good mechanical condition. Frequent requests for the same service may result in suspension of benefits.

Solar Care Club fulfills service benefits through a network of independent service providers authorized to perform residential PV services for our members. If you call us and we cannot fulfill service through our network, the representative will instruct you to file a request for reimbursement. You may then call any service provider and pay them directly for services rendered. If your request is approved, you will be reimbursed up to your benefit limit when you submit your written reimbursement request within 90 days of service. Extreme weather conditions, pandemics, acts of God or nature, heavy member support volume, or lack of equipment availability may affect our ability to provide service.

Important:

Residential Enrolled PV system service is rendered by service providers who are independent contractors and who are neither agents nor employees of Solar Care Club. Because these independent contractors have exclusive control over their own equipment and personnel, Solar Care Club is not responsible for their acts or omissions or for the quality of any service they provide. For those same reasons, Solar Care Club assumes no liability for property damage or bodily injury, if any, caused by a service provider or for loss of personal items. Any claim involving such damage or injury should be filed directly with the responsible service provider. Solar Care Club cannot guarantee repairs, the hours of operation of service providers, the promptness of service or repairs, or provide more than one service provider per service request. It is the member's responsibility to arrange for service with the service provider.



If you have a complaint regarding a service provider dispatched by Solar Care Club , please contact member support at support@conserva.care .

When to Contact Your Insurance Company

System Damage Incidents

In the event of an incident, please contact your home insurance policy carrier. Most repairs are often covered under home insurance policies that have your Enrolled PV system added to your policy previous to the incident. Most incidents are the responsibility of the party at fault if applicable. If emergency assistance is required, the local law enforcement official on the scene will usually arrange for additional necessary service to ensure safety.

Vandalism

If your Enrolled PV System is disabled due to an act of vandalism, please contact your home insurance policy carrier for service.

Club Benefits:

Diamon-Fusion Glass Protective Coating

*(Available for **Standard** and **Preferred** Solar Care Club Members)*

Proceeding your membership approval and enrollment in Solar Care Club, your Enrolled PV System will be eligible to receive a one-time application of Diamon-Fusion® glass protective nanocoating. The nanocoating will be applied by either the Agent listed on your registration application **or** a service provider dispatched by Solar Care Club. Enrolled PV Systems are limited to one (1) Diamon-Fusion application per membership.

Conserva Care LLC (“We”, “Us”, “Our”) expect that the glass surfaces of your Solar Modules, if treated with the Glass Protection Coating (“Treated Glass Surfaces”),

- (i) will bead and repel water better than untreated glass.
- (ii) will show improved impact resistance from weather-related and other external factors compared to untreated glass.
- (iii) will assist in reducing residual contaminant buildup including, but not limited to: mold, mildew, algae, dirt, dust, pollen, ash, and animal excrement.
- (iv) will assist in preventing hazing, discoloration, and reduction of transparency of the glass.
- (v) will assist in preventing the degradation of the glass integrity.
- (vi) will assist in preventing the degradation of the overall production of the Solar Module.
- (vii) will assist in reducing cleaning times and need for harsh cleaning chemicals.

Below is your certificate of the Limited Lifetime Warranty you will receive from Diamon-Fusion® International once your application is completed by an approved applicator.



Limited Lifetime Warranty for Diamon-Fusion® Low Maintenance Coating on Residential Solar Panels

Diamon-Fusion treated residential solar panels are guaranteed to remain more water repellent than untreated glass for the lifetime of the glass as long as manufacturer care recommendations are followed and no harsh or abrasive cleaners are used. Diamon-Fusion chemically bonds to the glass creating a patented, protective coating that when properly applied by an authorized applicator, is guaranteed not to haze, chip, crack, peel, or discolor.

In the event Diamon-Fusion low maintenance coating fails to comply with this warranty, DFI will provide materials necessary for retreatment. DFI's liability is limited to the cost of replacing chemical materials and will in no way extend to indirect, incidental or consequential damages incurred in relationship to this product.

THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OF ANY KIND INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. COMPANY SHALL NOT BE LIABLE FOR INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT. NOTE, SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MIGHT NOT APPLY TO YOU AS THE ORIGINAL PURCHASER. THIS LIMITED WARRANTY GIVES THE ORIGINAL PURCHASER SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. COMPANY SHALL BE THE SOLE JUDGE AS TO WHETHER MANUFACTURER MAINTENANCE RECOMMENDATIONS HAVE BEEN FOLLOWED, AND IF IN COMPANY'S JUDGMENT THE PRODUCT FAILURE HAS ARISEN FROM IMPROPER CARE OR FAILURE TO FOLLOW COMPANY'S RECOMMENDATIONS, THEN COMPANY SHALL BE RELEASED FROM ANY OBLIGATION OR LIABILITY UNDER THIS LIMITED WARRANTY.

Diamon-Fusion Residential Solar Panel Care Instructions

For best results: Residential solar panels treated with Diamon-Fusion can be cleaned with water, filtered water or deionized water. Avoid cleaning glass, in direct, hot sunlight. Do not use harsh or abrasive cleaners on Diamon-Fusion treated solar panels.



*Limited Lifetime Warranty

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Solar Glass Care

(Available for **Standard** and **Preferred Solar Care Club Members**)

This Solar Care Club benefit is not officially in effect until the Diamon-Fusion is applied to the enrolled Solar Module(s) by an approved Service Provider and your membership has been successfully approved by Conserva Care.

In the event a defect related to the items described in the above occurs, We reserve the right to attempt to remedy any such defects by means of reconditioning or repair prior to reimbursement for replacement of the Solar Module. We maintain sole discretion in the implementation of reconditioning procedures in accordance with the terms of Solar Care Club.

If the glass on an Enrolled Solar Module breaks during your membership and You choose to have an Enrolled Solar Module replaced, Solar Care Club will provide a maximum reimbursement of fifty (\$50.00) dollars per any such replacement towards such solar module replacement, and You will be responsible for any remaining difference. Solar Care Club is not responsible for any cost of replacing the Affected Solar Module(s) under this club benefit. Solar Care Club's obligations shall be limited to the Solar Modules submitted in a



Reimbursement Request to Conserva Care and will not include any other Enrolled Solar Module(s) that are not included in the Reimbursement Request. If We determine that the Glass Protection Coating was not related to or in any way contributing to the degradation, loss of production, damage, chipping, loss of adhesion, leaking, or overall failure of any Affected Solar Module, then We will not be responsible for any reimbursement for replacing the Solar Module requested.

Only the Enrolled Solar Owner can submit Member Reimbursement Requests proceeding the replacement of an Enrolled Solar Module. If you are not the Enrolled Solar Owner or are not currently residing at the address listed above, you cannot submit a Member Reimbursement Request. If we approve your Member Reimbursement Request, Our obligation shall be limited to a maximum of one (1) approved Member Reimbursement per Solar Module requested and a maximum aggregate benefit reimbursement limit of one-thousand (\$1,000.00) dollars per Enrolled PV System during your membership in Solar Care Club.

This Solar Care Club benefit does not cover surfaces with defects that existed prior to the application of the Glass Protective Coating or surfaces that are not treatable by the Glass Protective Coating product. This Solar Care Club benefit will not apply to defects caused by theft, vandalism, fire, natural catastrophe, flood, wind, lightning, bullets, volcanic activity, or sand abrasion or failure of the Member to exercise reasonable care, or any defects resulting from misuse or abuse of the Solar Modules. This Club benefit will not cover a defect caused by washing the Solar Module's Treated Glass Surface(s) with unapproved harsh, abrasive, corrosive, bleaching, odiferous chemicals of any sort including, but not limited to solvents, household cleaners, ammonia, bleach, acid, or any other chemical that could degrade the Glass Protective Coating product. Solar Care Club will not cover defects resulting from an object completely penetrating the Treated Glass Surface or Solar Module itself or cover defects resulting from an object striking the Treated Glass Surface or Solar Module with sufficient force to remove the Solar Module from its installed fixture. This Club benefit will not cover surface scratches.

Service Network Member Discount

*(Available for **Basic**, **Standard** and **Preferred** Solar Care Club Members)*

As a member of Solar Care Club, you will receive special pricing, promotions and exclusive discounts from Solar Care Club's "Care Partner Network" when requesting service from them directly. Please reference your membership with Solar Care Club to receive any benefit from an approved service provider. Discounts and promotions for services not reimbursable by Solar Care Club are at the sole discretion of the independent service provider. To receive information on your local service provider in Solar Care Club's "Care Partner Network" please visit www.conserva.care and contact us directly. Solar Care Club does not provide reimbursements for this club benefit.

Digital Home Energy Assessment

*(Available for **Basic**, **Standard** and **Preferred** Solar Care Club Members)*

Members will have the ability to complete a Digital Energy Assessment provided on Solar Care Club's website. Members will receive a "Home Energy Profile" by email from a Conserva Care professional based on your energy assessment submission. Please go to <https://www.conserva.care/home-energy-assessment> and answer the questions to receive your report. "Home Energy Profiles" provided by Conserva Care are recommendations based on individual experience and should not be represented as or considered accredited by any organizations such as the Building Performance Institute (BPI), the Department of Energy (DOE), or any other source for home energy consumption or energy saving tips in any way. Solar Care Club is not responsible for any recommendation made in "Home Energy Profiles" and results may vary.

Enrolled PV System Cleaning

*(Available for **Preferred** Solar Care Club Members only)*

As a *Preferred Solar Care Club Member*, We agree to perform the specified cleaning services as defined below in the "ENROLLED PV SYSTEM CLEANING BENEFIT COVERED SERVICES" section. Please see "CLEANING REQUESTS" section above to request a cleaning.

<u>PV Cleaning Benefit Covered Services</u>	<u>Service Interval</u>
<ul style="list-style-type: none">● Cleaning of Enrolled Panels or Snow Removal from Enrolled Panels	<ul style="list-style-type: none">● Max one (1) per twelve (12) month period as measured from the beginning of the Membership as applicable.

Enrolled PV System Cleaning Benefit Limitations

- The program and obligations described in this Solar Care Club Benefit including, but not limited to, the obligations listed in "PV CLEANING BENEFIT COVERED SERVICES" section and "SERVICE INTERVAL" section will go into effect two (2) years from the Membership Start Date. **You will be unable to submit a Cleaning Request within the first two (2) years of enrollment due to receiving a cleaning provided by Us prior to the application of the Glass Protective Coating during your first year of membership.**
- This benefit shall only apply to Enrolled Panels previously treated with the Glass Protective Coating prior to being registered in Solar CareClub. Any Solar Modules not treated with the Glass Protective Coating are ineligible for this benefit.
- The cleaning described in this benefit and the services provided by this benefit shall terminate upon the expiration of the Membership Term as indicated above, and as further explained herein.
- This benefit does not cover additional services or higher frequency cleaning services outside of the obligations listed in the "SERVICE INTERVAL" section above.
- This benefit is not transferable to any other property, address, or PV System not enrolled at the registered address.



- This benefit provides no coverage and We have no obligation under this benefit for:
 - o Solar Modules not treated with the Glass Protective Coating prior to enrollment.
 - o Services to any component not specifically listed under the "PV CLEANING BENEFIT COVERED SERVICES" section.
 - o Panels added to the Enrolled PV System after the installation of the Solar Modules enrolled by this benefit.

In the event we cannot dispatch an authorized service provider within a reasonable amount of time from the original submission of your service request, you may be eligible to receive a reimbursement up to a benefit limit of one-hundred and fifty (\$150) dollars toward the cost of a service provider of your choice. See section "REIMBURSEMENT REQUESTS" for more information.

Enrolled PV System Safety Check

*(Available for **Preferred** Solar Care Club Members only)*

If You determine that your Enrolled PV System enrolled in Solar Care Club is not performing to its product specifications and you have reason to believe it is associated with a component that is not covered under your manufacturer warranty or your workmanship warranty, then Preferred members are eligible to submit a Service Request for their Enrolled PV System Safety Check. Solar Care Club will dispatch an approved service provider. Solar Care Club does not guarantee the service provider we dispatch will be able to provide the service necessary to repair what is needed as a result of the Enrolled PV System Safety Check.

Service Lodging

*(Available for **Preferred** Solar Care Club Members only)*

In the event You receive service from an approved service provider and you are unable to stay overnight in your home during the term of the service being provided, Preferred and members are eligible to receive up to a fifty (\$50) dollar reimbursement per day for a maximum of three (3) days for a hotel within 25 miles of the member's registered address. As part of the eligibility to receive this reimbursement, your service provider must certify that you are unable to remain in your home for the duration of time submitted in your reimbursement request. This Club Benefit is limited to a maximum of one (1) use per year.

Rebate & ITC Tax Consultation

*(Available for **Basic** and **Preferred** Solar Care Club Members)*

As a *Basic or Preferred Solar Care Club Member*, you are entitled to a one-time, complimentary tax consultation with a tax professional licensed in your home state to assist with claiming renewable energy-related credits such as the Solar Investment Tax Credit (ITC) as well as additional state credits, if applicable, for your Enrolled PV System. Any additional services offered by the tax professional are completely optional and at your sole discretion and expense.

Reimbursement Requests

Solar Care Club members will be eligible to receive a Member Reimbursement proceeding a completed Service Request and approval of a successfully submitted Member Reimbursement Request. You can only submit Member Reimbursement Requests for the Enrolled PV System associated with your membership on file. If you are not a Member or are not currently residing at the address on file, you are ineligible to submit a Member Reimbursement Request. You must request service from Solar Care Club first in order to be eligible for a Member Reimbursement. All Member Reimbursement requests are subject to the benefit limit(s) of the specific service(s) requested. All requests require written approval from Conserva Care LLC. You must include a receipt or proof of invoice from the service provider with your Member Reimbursement Request in order to be eligible to receive a Member Reimbursement. Member Reimbursements are not guaranteed if you receive/require service during a lapse of membership.

Send us your written Member Reimbursement Request within 90 days by email to support@conserva.care

Only send an original or copy of an original service receipt or invoice printed on company letterhead and containing full contact information for the service provider. Be sure to retain copies of all such documents for your own records.

We reserve the right to deny any request meeting the following criteria:

- Requests submitted more than 90 days after the date of service (No time limit applies for Utah residents).
- Requests containing receipts and/or supporting documents which are either incomplete or are unable to be verified.

Please allow 4-6 weeks to receive your reimbursement. Incomplete documentation or contact information may delay the processing of your request.

**Member Obligations and Enrolled PV System Care Requirements:**

The use of unapproved harsh, abrasive, corrosive, bleaching, odiferous chemicals of any sort including, but not limited to solvents, household cleaners, ammonia, bleach, acid, or any other chemical that could degrade the Glass Protective Coating product is prohibited and will immediately release Us from any obligations listed in your agreement with Solar Care Club in its entirety. The use of unapproved chemicals degrades the Glass Protective Coating and prevents it from performing at the capacity necessary to uphold the obligations listed by Solar Care Club.

You must obtain authorization prior to the start of any reimbursable repair, reconditioning, or replacement as noted under "SERVICE REQUESTS" section above. Failure to report any damage to the Solar Modules within thirty (30) calendar days of the occurrence will release Us from any and all legal responsibility under these Terms & Conditions.

Legal Rights Notice:

EXCEPT AS EXPRESSLY PROVIDED HEREIN, WE MAKE NO EXPRESS OR IMPLIED GUARANTEE (INCLUDING, WITHOUT LIMITATION, THE GUARANTEES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ARISING FROM ANY COURSE OF DEALING OR TRADE USAGE) REGARDING THE PRODUCTS AND SERVICES DESCRIBED HEREIN. FURTHER, WE SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, EXPENSES ARISING OUT OF THIRD PARTY CLAIMS, INTERRUPTION OR VOIDING OF ANY AND ALL CUSTOMER WARRANTIES IN DIRECT RELATION TO THE ENROLLED PV SYSTEM, LOSS OF USE OF THE SOLAR MODULES, INCONVENIENCE, OR ANY OTHER LOSS), WHETHER OR NOT CAUSED BY OR RESULTING FROM BREACH OF CONTRACT, NEGLIGENCE, OR OTHER WRONGFUL ACT OF OMISSION, EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. WE DO NOT AUTHORIZE ANY PERSON, ENTITY, OR FACILITY TO CREATE FOR IT ANY GUARANTEE OBLIGATION OR LIABILITY IN CONNECTION WITH SOLAR CARE CLUB.

The laws of the various states require us to make the following disclosures:

- A. THIS IS NOT AN INSURANCE CONTRACT.**
- B. THIS IS NOT A LIABILITY POLICY AND DOES NOT COMPLY WITH ANY FINANCIAL RESPONSIBILITY BY LAW.**
- C. THIS IS NOT A HOME LIABILITY INSURANCE CONTRACT.**
- D. THIS IS NOT A LIABILITY OR PHYSICAL DAMAGE INSURANCE CONTRACT.**

Specific State Provisions: This Agreement is modified for residents of the following states as follows:

California Residents: This brochure, together with the membership card, is provided to California residents to indicate membership in the Solar Care Club and is not a service contract under California law.

Maryland Residents: In Maryland, the program is offered by Conserva Care LLC., with a home office at 1275 Glenlivet Dr, Suite 100, Allentown PA 18106 (telephone number 844-930-2226). While the company does not have a physical location in the state, service of process may be made upon Conserva Care LLC through its registered agent. Maryland residents are asked to use the above listed toll-free number to contact the company by telephone.

Utah Residents: Under Utah law, these benefits may only be cancelled by the Solar Care Club upon 30 days' written notice in the event of any of the following: (i) a material misrepresentation by you, (ii) a substantial change in the risk assumed reasonably unforeseen by the Solar Care Club, or (iii) a substantial breach of your contractual duties, conditions or warranties. With respect to the Club Benefits and reimbursement requests, a failure to provide timely notice or submit evidence of expenses within 30 days will not invalidate your claim if it was not reasonably possible for you to give the notice or file the receipts within 30 days and notice was given or the claim was filed as soon as reasonably possible.

SOLAR CARE CLUB MEMBERSHIPS AND CLUB BENEFITS ARE NOT AVAILABLE FOR PV SYSTEMS IN THE FOLLOWING STATES:

Wisconsin
Wyoming
Alaska
Hawaii