

ANNEX-2: HOMEWHIZ SPECIAL CONDITIONS FOR AI-BASED USER SUPPORT AND GUIDANCE FEATURE

These Special Conditions govern the use of specific additional AI-based user support and guidance feature and/or functionalities made available within the HomeWhiz Application and/or Services and shall be deemed an integral part of the Terms of Service upon acceptance.

Access to and use of the additional feature and/or functionality is subject to your explicit acceptance of these Special Conditions. By selecting or checking the box indicating “I agree to the Special Conditions for AI-based user support and guidance feature” (or equivalent action), you acknowledge that you have read, understood, and agreed to be bound by these Special Conditions for AI-based user support and guidance feature.

If you do not accept these Special Conditions, you will not be able to access or use the for AI-based user support and guidance feature.

The Company may amend or modify these Special Conditions for AI-based user support and guidance feature from time to time. The Company will inform you of any such amendment or addition to these Special Conditions and provide you with a copy of the new version through your e-mail address you provided to the Company or by another means allowing you to be informed about any amendment to the Special Conditions. Except where the modifications or amendments to these Special Conditions are non-material or required by law, e.g. because they do not amend the overall scope and conditions of the additional feature to your disadvantage or to enhance the relevant features and/or functionalities because they are required to comply with the law, you will be required to expressly accept the amended Special Terms for AI-based user support and guidance feature before continuing to use the features and/or functionalities. If you do not accept the amended Special Conditions, you will no longer be able to use relevant features and/or functionalities after the amended Special Conditions take effect.

These Special Conditions are incorporated into and form an integral part of the ToS. Unless explicitly modified or superseded herein, the terms and conditions set forth in the ToS shall continue to govern the use of the additional features. These Special Conditions and the ToS shall be read and construed together as a single instrument.

AI-based user support and guidance feature requires appropriate sensors, a connected device architecture, stable Wi-Fi/IoT connectivity, cloud infrastructure, and a supported product and software environment. You acknowledge and accept that the proper functionality of the features is contingent upon, and requires, the satisfaction of certain technical prerequisites, including, but not limited to, the use of appropriate sensors, a connected device architecture, active Wi-Fi and IoT connectivity, a functional cloud infrastructure, and a supported product and software environment. Crucially, an active and stable Wi-Fi connection is a non-negotiable prerequisite for

system operation; internet access via a supported Wi-Fi network is mandatory for the device to function. Without such connectivity, the system will be entirely unable to perform any of its intended functions.

The provisions set forth in these Special Conditions shall apply exclusively to the specific feature and functionalities that are made available within the country where

Please note that, the feature and technologies described in these Special Conditions may be referred to, presented or marketed under different names, labels or designations across different brands, markets or user interfaces, in line with the Company's brand and marketing strategies. Such variations in naming or branding shall not affect the scope, nature or functionality of the relevant feature or technology as described herein, nor shall they require an amendment to these Special Conditions where the underlying functionality remains materially the same.

The provisions set forth in these Special Conditions shall apply exclusively to the specific features available within the country that you use the Device and HomeWhiz and for which you have provided explicit opt-in consent for AI-based user support. For the avoidance of doubt, any regulations or terms relating to features that are either not offered in the country that you use Devices and HomeWhiz or for which you have not actively opted-in shall be deemed non-applicable to you and shall not impose any obligations upon you.

A. AI-Based User Support and Guidance Feature (AI Assistant)

• Description of the Technology

AI-Based User Support and Guidance Feature is a feature integrated into the HomeWhiz Application that enables users to interact with supported connected Devices in order to receive informational guidance, contextual recommendations and usage-related assistance.

The feature operates exclusively with Devices that are linked to the user's HomeWhiz account. The feature is designed to simplify the user experience by streamlining interactions with supported Devices and reducing the complexity of everyday usage scenarios. Through contextual and personalized guidance, The feature aims to enhance usability, support hands-free interaction, and facilitate easier discovery of product features and functionalities within the HomeWhiz ecosystem.

The feature is designed to support users in understanding product features, suggested programs. The system is designed to assist users with informational guidance and device-related interactions. the feature does not operate autonomously and does not perform any actions without the user's explicit request and confirmation.

• User-Initiated Operation

The feature operates exclusively based on the user's explicit, voluntary and conscious interaction within the HomeWhiz Application. Responses, recommendations or proposed Device-related actions are generated only following a user-initiated input. For the avoidance of doubt, the feature does not function in the background, does not initiate actions proactively, and does not execute any Device-related action without the user's express confirmation through the HomeWhiz interface. The mere availability of the feature within the HomeWhiz Application does not result in any action, recommendation or processing unless the user actively engages with the feature.

• **Technical Functioning and Functional Limitations**

The feature operates by processing user-provided inputs (e.g. voice or text commands) and relevant Device context in order to generate responses and, where applicable, enable execution of user-confirmed Device actions. The feature generates outputs using artificial intelligence models that rely on probabilistic and non-deterministic processes. As a result, responses provided by Feature may vary and may not be consistent across similar or repeated requests. The feature may misunderstand user inputs, provide incomplete, inaccurate or outdated information, or fail to provide a response due to technical limitations, connectivity issues or system interruptions. The feature is intended solely as an assistive and informational feature and does not replace user judgment, manufacturer instructions or proper Device usage in accordance with applicable guidance and safety standards.

Within this scope, the feature is capable of responding to user questions, providing program and setting recommendations, and offering general usage and maintenance guidance. Where applicable, the feature may propose Device-related actions; however, any such action is executed only upon the user's explicit confirmation. The feature does not independently trigger or perform Device actions and remains fully dependent on the user's instruction and approval.

The feature does not carry out automated decision-making producing legal or similarly significant effects. The feature does not independently control Devices, initiate service processes, perform diagnostics, dispatch technicians or execute physical actions. All decisions, confirmations and actions remain under the direct control and responsibility of the user at all times.

You acknowledge and accept that the outputs generated by the feature are not binding and do not constitute professional, technical, medical or financial advice. You remain solely responsible for verifying the feature outputs before acting upon them and for ensuring that Device usage complies with manufacturer instructions, safety warnings and applicable guidelines. Any reliance placed on feature outputs is strictly at your own risk.

The availability, functionality and scope of the feature may vary depending on Device compatibility, supported product categories, country of use and applicable technical or

regulatory requirements. The feature is provided only in countries and for Devices where the feature is supported and enabled.

• **Data Processing and Privacy**

Use of the feature involves the processing of certain interaction data and Device-related data as further described in the HomeWhiz feature Privacy Notice. Processing of user inputs (including voice or text commands) and relevant Device-related data is necessary to enable the Feature to interpret requests, generate responses and execute user-confirmed Device actions. Such data processing is carried out solely for the purposes of providing, operating, maintaining, and securing the feature. Further processing for improvement or development purposes is carried out as described in the HomeWhiz AI Assistant Privacy Notice. User data is not used for the training or retraining of the underlying artificial intelligence models.

• **User Initiated Action, Activation, Consent and Withdrawal**

Activation and use of the feature is based on the user's explicit action within the HomeWhiz Application and acceptance of the applicable Special Conditions. Use of Feature requires enabling microphone and speech-recognition permissions on the user's mobile device. You may disable feature or withdraw your permissions at any time, in which case feature functionality will no longer be available, without affecting the availability of other HomeWhiz services.

• **Warranty Disclaimer and Limitation of Liability**

The Feature is provided on an "as is" and "as available" basis. The Company makes no express or implied warranties regarding the availability, performance, responsiveness, or effectiveness of the feature or any interactions initiated through it. The Company makes no express or implied warranties regarding the accuracy, completeness, reliability or suitability of any outputs generated by the feature. You acknowledge and accept that the feature may generate incorrect or misleading information, may provide delayed or incomplete responses, or may fail to respond altogether, and that such circumstances do not constitute a service failure. To the maximum extent permitted by applicable law, the Company shall not be liable for any direct or indirect damages arising from reliance on feature outputs or from the use or inability to use the feature.

Nothing in these terms of service excludes or limits the liability in respect of:

- A.** the liability of the Company for death, personal injury, fraud or product liability under the applicable law and
- B.** the warranty or liability of the Company for any loss or damage which may not otherwise be limited or excluded under the applicable law.

- **Modification, Suspension and Termination**

The Company reserves the right to modify, suspend or discontinue the feature, in whole or in part, at any time. The Company does not guarantee the continuity, availability or error-free operation of the feature.