

SALES TERMS AND CONDITIONS FOR THE ULTRAHUMAN RING

These sales terms and conditions for the Ultrahuman Ring (“**Terms**”) are applicable to you when you purchase an Ultrahuman Ring on the Ultrahuman website available at www.ultrahuman.com (“**Website**”). The Website is owned, managed and operated by Ultrahuman Healthcare Private Limited which is a company incorporated in India with its registered office at No. 4088/799, Third Floor, V K Paradise Sector-2, HSR Layout Bangalore 560102 India (“**Ultrahuman**”, “**we**”, “**us**”, “**our**”).

These Terms apply to the sales contract between you and us, along with the Privacy Policy and Terms of Use as available on the Website.

PLACING AN ORDER, ORDER ACKNOWLEDGEMENT AND ORDER ACCEPTANCE

To place an order for Ultrahuman Ring, kindly visit the Website, fill your personal details such as name, email id, address, phone number, and other information in the order form as available on the Website, confirm your acceptance to these Terms, add the Ultrahuman Ring to your shopping cart, check out (using your chosen payment method) with your account ID or as a guest customer, and have your items shipped to you or to a person designated by you in accordance with these Terms and shipment notification as provided by Ultrahuman.

Alternatively, you can email us on ring@ultrahuman.com and an Ultrahuman representative will assist you through the order process. Once you have placed your order, we will provide you with a web order number. Within a few minutes after we receive your order, we’ll email you an order confirmation.

You need to be at least 18 years old to place an order for the Ultrahuman Ring on the Website.

You cannot place an order for more than 5 (five) units of Ultrahuman Ring from your account ID or your email id as a guest customer.

All purchases or orders of Ultrahuman Ring are subject to the advance payments in full. We shall only deliver fully paid orders.

PRICING AND PRICE CORRECTIONS

Ultrahuman at all times reserves the right to change the prices for the Ultrahuman Ring displayed on its Website and to correct any pricing errors that may inadvertently occur. Any price changes will not affect an order that has already been accepted by Ultrahuman. In the event of a pricing error, we will notify you of the error (via email) and allow you to either proceed with the transaction at the correct price or cancel your order at no cost to you.

Purchasers in India can see the prices and make purchases in INR while the purchasers from outside India can see the prices and make purchases in USD for the Ultrahuman Ring on the Website. For international cards used on the Website, the bank’s applicable exchange rate and charges will apply. We have no jurisdiction on this and any disputes or queries on exchange rates and bank charges need to be directed to the bank or institution that issued your card or payment instrument.

All orders are acknowledged at current pricing. We will bill at price in effect at the time of receipt of money and raising of an invoice.

Our products are liable for GST in India. The shipping and handling charges are given at the time of check out and you will know about this before making payments.

If you are purchasing the Ultrahuman Ring from outside India, you will have to pay any applicable Customs duty/Sales Tax/VAT/GST as per your country's rules.

SHIPPING AND DELIVERY

The Ultrahuman Ring will be available for ordering from 7th July 2022 and shipping will start from September 2022 onwards in a phased manner i.e. deliveries will be made to the early purchasers first and subsequently the others subject to stock availability. Do note, Ultrahuman Ring is currently under production. We will keep you updated on any adjustments to the delivery schedule.

Before we ship the Ultrahuman Ring to you, we will send you a ring sizing kit. Please use the ring sizing kit to determine the Ultrahuman Ring size appropriate to you. Please share the correct ring size with us so that we deliver the right sized Ultrahuman Ring to you. In case none of the sample ring sizes fit your fingers, you may cancel your order at no cost to you.

Upon confirmation of the ring size by you, we will make best efforts to deliver the Ultrahuman Ring to you within 6-8 weeks (in India). International deliveries may take longer and we will keep you updated on the estimated delivery dates. Please note that the actual delivery of your order can be impacted by many events beyond our control and we shall not be held liable for the same. We will, however, notify you of any significant delays, and work with you to

ensure a smooth delivery. We will not be liable for late deliveries by the parcel providers or in case of force majeure at our end or delivery parcel provider's end or IT systems disruption.

You will be shown the tentative month of delivery on the website while ordering. We will share a more precise shipping date a month prior to the delivery month.

Once your order ships, you'll receive an email containing your order details, courier and tracking information. If ordering as a gift, you may wish to provide your own email address and not the address of the recipient. Make sure that the email address on your order is correct. If you do not receive the emails, check your spam folder.

The risk of loss or damage to the Ultrahuman Ring shall pass to you when you, or a person designated by you, acquires physical possession of the Ultrahuman Ring.

We are not responsible if the Ultrahuman Ring is lost or damaged after delivery to you.

CHANGES TO YOUR ORDER

We may be unable to accept any changes to your order in the following circumstances, (i) once your order has been prepared based on your earlier confirmation of size and/or color and (ii) once you receive a shipment notification i.e. when the Ultrahuman Ring has been prepared for shipping, or the Ultrahuman Ring has been shipped. Once you receive a shipment notification, we may be unable to change the delivery address as well. Prior to receipt of the shipment notification by you, you may update your order details by writing to us at ring@ultrahuman.com.

CANCELLATIONS

You may cancel the order anytime before you confirm the Ultrahuman Ring size to us for shipping purposes. However, after receiving the sizing kit and selecting a size online, the order cannot be cancelled. In the event, none of the sizes fit, you can cancel the order at no cost to you by writing to us at ring@ultrahuman.com.

A refund will be issued to the original payment method.

DAMAGED OR DEFECTIVE ORDERS

If you have received your order and find that it is damaged or defective, please email us at ring@ultrahuman.com, within 24 hours of receipt of your order. The request will, however, be entertained once an Ultrahuman team member has checked and determined the same at his own end.

In case of any damage to your delivery, Ultrahuman will be in direct contact with the courier to resolve the issue as quickly as possible. We will make every effort to contact you and keep you informed of the progress of our investigation and, where appropriate, deliver a replacement.

If you're having trouble with your new Ultrahuman Ring or believe it is defective, please email us immediately.

RETURNS AND EXCHANGES

Ultrahuman Ring cannot be returned, refunded or exchanged with another product or service available for sale on the Website.

In case you feel that the Ultrahuman Ring received is not as shown on the Website or as per the specifications, you must email your concern to us at ring@ultrahuman.com within 24 hours of receiving the order. We will after looking into your complaint will take an appropriate decision in our sole discretion. In case of replacement allowed by us, the whole product package with the unused Ultrahuman Ring and its accessories intact in original condition along with supporting documentation such as receipt or proof of purchase, price tags, labels, warranty card and any freebies and accessories obtained along with the original product will be picked up by the courier service provider arranged by us.

Ultrahuman Ring will not be replaced under the following circumstances:

1. You are unhappy with the color, look, feel, quality of a defect free product;
2. Physical damage not notified within 24 hours of receiving the product;
3. Any damage caused by the user.

WARRANTY

Subject to applicable laws, Ultrahuman provides a twelve months limited warranty against defects in materials and workmanship for any new Ultrahuman Ring ("**Warranty**"). The applicable warranty terms and conditions will be contained in your Ultrahuman Ring hardware box as well. Ultrahuman is not responsible for any loss or damage (including loss of data) arising from failure to follow instructions relating to the Ultrahuman Ring use. Your purchase order number will be the warranty support document.

This Warranty does not apply: (a) to consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents unless failure has occurred due to a defect in materials or workmanship; (c) to damage caused by use with a third party component or product that is incompatible with Ultrahuman's products and services; (d) to damage caused by accident, abuse, misuse, fire, earthquake or other external cause; (e) to damage caused by using the Ultrahuman Ring in violation of these Terms and Terms of Use; (f) to damage caused by service (including upgrades and expansions) performed by anyone other than Ultrahuman; (g) to an Ultrahuman Ring that has been modified to alter functionality or capability without the written permission of Ultrahuman; (h) to damage caused by normal wear and tear or otherwise due to the normal aging of the Ultrahuman Ring, (i) if any serial number has been removed or defaced from the Ultrahuman Ring, or (j) if Ultrahuman receives information from relevant public authorities that the product has been stolen or if you are unable to deactivate passcode-enabled or other security measures designed to prevent unauthorized access to the Ultrahuman Ring, and you cannot prove in any way that you are the authorized user of the Ultrahuman Ring (e.g., by presenting proof of purchase).

ORDER CANCELLATION BY ULTRAHUMAN

Ultrahuman is entitled to cancel the order under following circumstances:

1. you do not pay the price in case of a price correction;
2. we cannot fulfil the order based on circumstances outside of our control;
3. the ordered Ultrahuman Rings are out of stock or are not manufactured anymore;
4. you refuse or fail to provide necessary cooperation;
5. the costs of fulfilling the order increased substantially between the date of payment and the date of delivery of the goods.
6. For any other reasons in our sole discretion.

PURCHASES FROM COUNTRIES OTHER THAN INDIA

Ultrahuman shall not be responsible and it shall be your responsibility to check, with your local regulatory or competent authorities, whether the Ultrahuman Ring which you are planning to order or have ordered can be imported and used by you in your country of residence. It is recommended that you obtain confirmation from your local authorities prior to placing an order on the Website.

Ultrahuman Ring available for purchase on the Website is compliant with Indian laws and regulations. Ultrahuman disclaims any and all liability for not being compliant with local applicable laws if Ultrahuman Ring and Ultrahuman services are to be used or imported in any other country.

Ultrahuman Ring may be subject to taxes, customs duties and fees levied by the destination country ("**Import Fees**"). The recipient of the shipment is the importer of record in the destination country and is responsible for all Import Fees.

Ultrahuman Ring purchased from our crowdfunding campaigns such as including Kickstarter are exempt from our standard return and refunds policy. The product warranty, subject to applicable laws, shall still be applicable.

If you purchase the Ultrahuman Ring in any crowdfunding campaign, you will need to pay for the import taxes and the value-added tax (VAT) depending on the shipping destination.

Ultrahuman Healthcare Ltd, an entity incorporated under the laws of the United Kingdom, a wholly owned subsidiary of the Indian holding company, shall participate in the crowdfunding campaigns such as including Kickstarter. If you are purchasing the Ultrahuman Ring in the crowdfunding campaigns, you will be purchasing the product from our UK subsidiary whereas shipment and delivery of the product shall be made to you by the Indian holding company.

CONSUMER DISPUTE RESOLUTION

If you are dissatisfied with the purchase, you should first contact us to settle the case amicably to your full satisfaction. Please write to ring@ultrahuman.com with cc to legal@ultrahuman.com .

You may also contact us at the address mentioned above or chat with us on our Website and related mobile application or call us at 1800-102-8693 from Mon-Sun 10am to 5pm IST.

These Terms come into force on 5th July 2022.

There Terms were last updated on 13th January 2023.