

TERMS AND CONDITIONS FOR THE NEOS BOOST SUBSCRIPTION PLAN

When you purchase our products or services, you have the option of subscribing to a [Neos Boost Subscription Plan](#) (“[Neos Boost Subscription Plan](#)”). If you choose to subscribe to a [Neos Boost Subscription Plan](#), for so long as you are enrolled in a [Neos Boost Subscription Plan](#), it will automatically send to us for storage any video footage and/or audio recording captured by the relevant Products installed on your property (“[Neos Boost Recordings](#)”), and allows you to later access your [Neos Boost Recordings](#) from your compatible devices for a limited period of time after such [Neos Boost Recording](#) was created.

[Neos Boost Recordings](#) that are deleted by you or your Authorized Users or that are deleted at the end of the storage period or due to the expiration of your [Neos Boost Subscription Plan](#) are permanently deleted in the ordinary course and shall no longer be available to view from your devices.

SUBSCRIPTIONS

Paid Subscriptions. When you first set up your relevant Product(s), or at any time after you begin using your relevant Product(s), you may enjoy our [Neos Boost Subscription Plan](#) by enrolling in our monthly subscription plan, which will continue until you cancel your subscription. This subscription plan entitles you to access our [Neos Boost Subscription Plan](#) for each payment period until such subscription is cancelled.

Your paid subscription will automatically commence on the day agreed by you when setting up the [Neos Boost Subscription Plan](#) and shall auto-renew on a monthly basis. By submitting your payment details you agree to this charge and monthly auto-renewal.

To avoid future monthly charges, you must cancel your [Neos Boost Subscription Plan](#) before the current month end by either contacting us or discontinuing the [Neos Boost Subscription Plan](#) via the Settings tab and following the onscreen instructions for your particular device. Following expiration of your [Neos Boost Subscription Plan](#) your [Neos Boost Recordings](#) are permanently deleted in the ordinary course and shall no longer be available to view from your devices.

Subscription fees are billed or charged on the first day of the applicable subscription period. If any payment is returned unpaid or if any credit card or similar transaction is rejected or denied, [Neos](#) reserves the right to cancel your [Neos Boost Subscription Plan](#) and to collect any rejection or insufficient funds fee and to process any such payment by the payment method you have submitted to us.

[Neos](#) reserves the right to increase the price of the [Neos Boost Subscription Plan](#) in-line with reasonable usage, where reasonable usage permits up to a maximum of 3 cameras per [Neos Boost Subscription Plan](#). Usage above this level shall incur additional fees for additional [Neos Boost Subscription Plans](#) for every additional multiple of 3 cameras.

RECORDINGS, SHARED CONTENT, AND PERMISSION FROM YOU

[Neos](#) does not claim ownership of your intellectual property rights in [Neos Boost Recordings](#). You own your User Recordings.

However, by purchasing or using our Products and Services, you give [Neos](#) the right, without any compensation or obligation to you, to access and use your User Recordings for the limited purposes of providing Services to you, protecting you, improving our Products and Services, developing new Products and Services, and as otherwise set forth in our [Privacy Notice](#).

In addition to the rights granted above, you also acknowledge and agree that [Neos](#) may access, use, preserve and/or disclose your User Recordings and Shared Content to law enforcement authorities, government officials, and/or third parties, if legally required to do so or if we have a good faith belief that such access, use, preservation or disclosure is reasonably necessary to:

- (a) comply with applicable law, regulation, legal process or reasonable governmental request;
- (b) enforce these Terms, including investigation of any potential violation thereof;
- (c) detect, prevent or otherwise address security, fraud or technical issues; or
- (d) protect the rights, property or safety of [Neos](#), its users, a third party, or the public as required or permitted by law.

Deleted Content and User Recordings may be stored by [Neos](#) in order to comply with certain legal obligations and are not retrievable without a valid court order.

CANCELLATIONS, REFUNDS, AND PAYMENTS

Cancellation of Subscription Services

You may cancel your [Neos Boost Subscription Plan](#) by contacting us or through your [Neos](#) account, at any time, with or without cause. After your cancellation, you will continue to enjoy access to the [Neos Boost Subscription Plan](#) and your [Neos Boost](#) Recordings until the last day of your subscription period. After such subscription period ends, your [Neos Boost](#) Recordings will no longer be accessible to you.

Refund Policy

If you cancel your [Neos Boost Subscription Plan](#) before the current month end, you will not be charged the following monthly subscription fee. You will not be eligible for a refund for any unused portion of your monthly subscription.