

1. Overview

The Lorex Guarantee Program (the "Program") offers a reimbursement of up to \$100 USD for purchases made in the USA and \$100 CAD for purchases made in Canada. This reimbursement is for eligible customers ("Participants") who own a qualifying Lorex product (the "Eligible Products") and have experienced financial loss due to the theft of an automobile.

2. Eligibility

Participants must:

- be at least 18 years of age and permanent residents of the USA or Canada.
- have purchased and still currently own an Eligible Product with Smart Security Lighting from authorized resellers or Lorex.com.
- have not been reimbursed through the Program
- have registered the Eligible Product prior to the automobile theft through the Program portal (www.lorex.com/LGP-Claim).
- the claim must be submitted within 2 weeks from the time of the theft.

Eligible Products:

- are only eligible for 1-year following purchase;
- must be registered for the Program

To qualify, the camera must be installed at a location where the automobile theft occurred and must have a footage of the incident.

3. Required Documentation

Participants need to provide the following information as part of the claim process through Program portal (www.lorex.com/LGP-Claim):

- Proof of purchase
- Security footage showing the automobile theft
- A police report of the incident.
- Any additional documents Lorex may request to validate the claim

4. Grant of Rights

By submitting a claim whether approved or rejected, the Participants grant Lorex exclusive rights to use the provided footage, reviews, and testimonials for marketing purposes granting Lorex the worldwide, perpetual, royalty-free, irrevocable, and unlimited use of Participant's entry submission in any media and for purposes related and not related to the Program without limitation including the right to use, reproduce, modify, adapt, translate or alter. It is the Participant's responsibility to obtain the consent from any individual and/or owners of property identifiable within the submission. If requested, the Participant must produce evidence of such consent. The use of video and audio surveillance maybe

subject to local laws. For instance, the use of audio recording without two party consent is illegal and may be banned in certain jurisdictions. Lorex does not assume liability for any use of its products that fail to conform to local laws.

5. Claim Submission and Verification Process

The claim must be submitted through the Lorex Guarantee program portal, www.lorex.com/LGP-Claim. Lorex reserves the right to verify the claim's validity, which may include additional information requests and an investigation.

6. Program Limitations

Reimbursement is limited to \$100. Products purchased from unauthorized resellers are ineligible. Visit www.lorex.com/pages/authorized-resellers to view the full list of authorized resellers. Participants may only submit one claim per household and the Program is void where prohibited by law.

Lorex can deny the submission if there is any evidence of tampering. Lorex has the right, at its sole discretion, to disqualify any individual whose submission and accompanying details do not meet the program criteria due to factors including, fraud, and/or technical difficulties that affect the administration, integrity, security, fairness, or proper conduct of the Program described in these Terms and Conditions.

Any method of entry using robotic, automatic, programmed or the like will void all such entries and disqualify any entrant. In the event of a dispute as to entries submitted by multiple users having the same account, the authorized holder of the account used for submission at the actual time of entry will be deemed to be the participant and must comply with these Terms and Conditions.

7. Reimbursement requirements

Reimbursement will only be made through a valid bank account and will be sent by an Electronic Fund Transfer (EFT). In order to process the EFT, the following is required:

- A copy of void cheque/ bank letter will need to be submitted.
- The following banking information required for validation:
 - For US- Bank name, Account holder name, ABA Routing number, Account number.
 - For Canda- Bank name, Account holder name, Account Number, Transit number, Institution number
- Beneficiary address (as registered with the bank account)

8. Amendments and Termination

Lorex reserves the right, at its sole discretion, to modify, amend, or terminate the Program at any time and without prior notice. Changes to the Program may include, but are not limited to, modifications in the coverage amount, eligibility criteria, and reimbursement procedures.

Should any changes occur, Lorex will notify Participants via the Program's webpage or through direct communication. The modifications will become effective immediately upon posting or as otherwise specified by Lorex at the time of the change.

Participants understand and agree that their continued participation in the Program after any modifications indicates their acceptance of such changes. If a participant does not agree to any changes, their sole remedy is to discontinue participation in the Program.

Furthermore, Lorex may terminate the Program entirely at any time for any reason, which may be done without any liability or continuing obligation to existing participants. Termination of the Program will be announced in the same manner as amendments. Upon termination, Lorex will honor any eligible claims submitted prior to the termination date but will not accept any new claims thereafter

9. Dispute Resolution

Any disputes or claims relating to any aspect of the Program, including but not limited to its validity, enforceability, or scope, shall be exclusively resolved through binding, individual arbitration pursuant to the rules of the American Arbitration Association (AAA) applicable to consumer disputes, except that Participants may assert individual claims in small claims court if Participant's claims qualify. This arbitration agreement precludes Participants from bringing any class, collective, or representative action against Lorex. Furthermore, arbitration shall preclude any party from participating in a class, collective, or representative proceeding established pursuant to any class, collective, or representative arbitration award.

The arbitration will be held in Toronto, or any other location Lorex and Participant mutually agree to. The arbitrator's decision shall be final and binding, and no party shall have rights to appeal except for those provided in section 10 of the FAA. Each party shall bear its own costs of arbitration unless the arbitrator directs otherwise. The arbitrator shall apply the laws of Ontario, Canada in reaching his or her decision.

If the prohibition against class actions and other claims brought on behalf of third parties contained above is found to be unenforceable, then all of the preceding language in this Arbitration section will be null and void. This arbitration agreement will survive the termination of any Participant's relationship with Lorex.

10. Effective Date and Changes

The Program shall run for three months, from July 14, 2024 until October 15, 2024. The terms may be updated at Lorex's discretion at any time. Continuation in the Program post-update signifies Participant's acceptance of the new terms.

11. Contact and Support

For any questions, concerns, or support related to the Program, Participants are encouraged to contact Lorex's dedicated support team.

Contact Methods:

Email: Participants can reach Lorex at guarantee@lorex.com for direct communication. Please include full name, contact information, and a detailed description of the inquiry.

Phone: Lorex' support team is available at 1-888-425-6739 from Monday to Friday, 8:00 AM to 10:00 PM EST, and Saturday and Sunday, 8:00AM to 9:00 PM EST.

12. Privacy and Data Use

By participating, Participants consent to Lorex's use of their personal information as detailed in our Privacy Policy, which outlines Lorex's data protection practices and the customer's rights regarding their personal information. Each Participant must comply with all terms and conditions of these Official Rules and Privacy Policy.

Privacy Notice Regarding Personal Information: By entering this program, Participants consent to the collection, use, and disclosure of their personal information, Participants consent to the collection, use, and disclosure to the public of their names, photographs, or other likenesses for publicity purposes in connection with the Program in any media or formats including, but not limited to, the Internet, without further notice, permission or compensation. Personal information will not otherwise be used or disclosed without consent. All information submitted in connection with this Program will be treated in accordance with these Terms and Condition and Lorex's Privacy Policy.

13. Comprehensive Coverage

This Program intends to provide added peace of mind but does not replace the need for comprehensive insurance coverage. Participants are encouraged to maintain adequate insurance for their properties. All federal, state/provincial and local taxes on the prize(s) are the sole responsibility of each winner. All other costs not specifically stated herein as being awarded are the participant's responsibility.

14. Choice of Law

All issues and questions concerning the construction, validity, interpretation and the enforceability of these Terms and Conditions, or the rights and obligations of participants and Lorex in connection with the Program, shall be governed by, and construed under, the laws of Ontario and the federal laws of Canada without regard for conflicts of law doctrine.

15. Force Majeure

In the event of unforeseen circumstances beyond the reasonable control of Lorex, including but not limited to acts of God, natural disasters, war, terrorism, government action, labor strikes, pandemics, or any other event that renders the performance of the Program

impracticable or impossible, Lorex shall not be liable for any delay or failure in fulfilling its obligations under this Program. Lorex reserves the right to suspend, modify, or terminate the Program without prior notice during such force majeure events. Participants acknowledge and agree that Lorex shall not be held responsible for any losses, damages, or claims arising from the suspension, modification, or termination of the Program due to such events.

SPONSOR: LOREX TECHNOLOGY INC, 250 Royal Crest Court, Markham, ON L3R 3S1.