

ResQ Terms and Conditions

1. The agreement

This agreement shall be governed by and construed in all respects in accordance with the laws of Trinidad and Tobago, and the parties agree to submit to the exclusive jurisdiction of the Trinidad and Tobago Courts in respect of the interpretation of, and any disputes relating to, this agreement or any of its provisions.

Defined terms used in this agreement are set out at the end of this agreement. Your use of the Services, the website and the mobile applications is subject at all times to the terms and conditions set out in this agreement ("Terms"). Please do not use the Services if you do not agree with the Terms, nor if you are under the legal age or are otherwise incapable or unable to be legally bound by the Terms.

2. Privacy

Your privacy is very important to us. We created our privacy policy to make important disclosures to you about how you can use the ResQ Service as well as why we collect and use your disclosed profile content. We encourage you to read this agreement in full, and to use it to help you feel secure and to make an informed decision.

Remote activation of ResQ is not possible. Activation is only one way, and that is only when the user activates ResQ from their end.

Accessing and updating personal information

When you use the ResQ Services, we, in good faith make every effort to provide you with 24/7/365 access to your personal information either to correct or delete this data through the ResQ self-service web portal: if it is inaccurate; if we not legally bound to retain it; or if a legitimate business practice conflicts with us holding the data. We ask individual users to

identify themselves through developing their secure personal profile, by adding, correcting or removing at their own discretion. Note: This information is especially important in the case of responding to an emergency, be it health issue, accident, criminal attack or fire. Please take note that accuracy is very much required in such cases as medical conditions where you need to be admitted for emergency hospital treatment.

Sharing Your Content and Information

You acknowledge that you alone are responsible for maintaining the confidentiality of your ResQ website account and password, and responsible for restricting access to your computer and mobile phone to prevent unauthorized access to your account. You agree to accept responsibility for all activities that occur involving your account. You should take all necessary steps to ensure that the password is kept confidential and secure and you should inform us immediately if you have any reason to believe that your password has become known to others and that your account may eventually be used for fraudulent or otherwise illegal activities. You must not allow any third party to access your account.

The safe word is also important to remember since it provides an added level of personal security in case of any situation of duress.

Information security

We take appropriate security measures to protect against unauthorized access to data. These include internal reviews of our data collection, storage and processing practices and security measures, which in turn, include appropriate encryption and physical security measures to guard against unauthorized access to systems where we store personal data.

Be confident in that we also restrict access to personal information to ResQ's employees, contractors and agents (such as first responders) who need to know that information in order to process and act on it on our your behalf. These individuals are bound by confidentiality obligations and will be subject to disciplinary measures, including termination of their

employment or engagement, as well as criminal prosecution, if they fail to meet these obligations.

How we use Content

ResQ may use your Content in a variety of ways from time to time in performing its Services for you -- including the following:

- Audio and video are used in a live form to ascertain the severity and type of the event in instances where you are unable to use communications during the event or soon after activating ResQ. You may also want to use this rich media content as evidence on your behalf after a severe event.
- We will seek to track and record your phone's position upon ResQ being activated in accordance with its proper use and assuming that you have enabled this feature.
- We will seek to share and describe your phone's position and your relevant details as known to us, to the appropriate emergency responders, your nominated contact(s), and/or public emergency authorities such as Trinidad and Tobago Police Services (TTPS), ambulance, health care and fire personnel as and where relevant.
- Details will not be disclosed to any third party other than Emergency Responders or your nominated contacts -- we will not openly disclose your name or home address without your consent in any cases other than: missing person or kidnapping, in which case your parents or guardians will get to give this consent.
- Where the event is severe such as kidnapping, the relevant information will be shared with the Trinidad and Tobago Police Service to aid in bringing you to safety.
- Where the event is in remote geographic coverage the TTPS will also be informed to bring you to safety.
- We use the location service in your phone's OS to determine your location and to track movement only upon activation. Disabling this setting will prevent the ResQ mobile application from working fully and we will, therefore, be unable to provide assistance in the event of you being in any danger.

- We, therefore, warrant that any Content obtained from you would only be used for the purposes expressed and contemplated within this Agreement.

Changes to our Privacy Policy

Please note that our Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent. We will post any Privacy Policy changes on this page and, email notification of the changes. Any highly significant changes will be given a more prominent notice (including, for certain services, email notification of Privacy Policy changes).

3. Content and IP (Intellectual Property)

You do not transfer to us your rights of ownership in any of the Content you upload to the ResQ self-service web portal or via the ResQ mobile application; you can control how it is shared with your contact(s) through your personal account on the ResQ self-service portal (website).

All Content that is uploaded, however, is uploaded subject to, and on the basis of, the following rights and obligations:

- You grant us a non-exclusive, transferable, sub-licensable, royalty-free, worldwide and perpetual license in any IP derived from consolidate non personal knowledge that is contained in or associated with any Content that you upload to and/or post on or in connection with ResQ or our website ("IP License");
- We may use such licensed IP only as consolidate knowledge in any reasonable manner in connection with the operation, marketing and/or promotion of the ResQ business and the services to be supplied to the ResQ users and customers from time to time, including but not limited to: reproduce; distribute; create derivative works from; display; disclose; and perform any or all such content.
- Our rights under the IP License will end when you terminate your account with the ResQ service, without prejudice to those rights which arose prior to this time;

- When you delete IP content, it is deleted in a manner similar to emptying the Recycle Bin on a computer. You must therefore understand that removed content may persist in backup copies for a reasonable period of time, but will not be available to others unless so requested by law, as this may be used as evidence in a court of law.

4. Representations and Warranties

We always use our best endeavours to keep the ResQ systems operating as we state in this agreement. There may be limitations beyond our control. Your help in this process is vital, and this includes the following commitments which we rely upon as representations and warranties in agreeing to enter into this agreement with you:

- You will not send or otherwise post unauthorized commercial communications, or upload irrelevant voice video or text content to the ResQ Systems;
- False alarms will be acceptable within a limit of two (2) annually otherwise additional charges will accrue, especially for all actual responses to your location. ResQ dispatchers will make every effort to ascertain the situation before dispatching first responders to your location.
- You will not attempt to collect other users' content or information, or otherwise attempt to access ResQ backend systems and databases, including by way of using automated means (such as harvesting bots, robots, spiders, or scrapers);
- You will not upload viruses or other malicious code;
- You will not solicit login information or access an account belonging to someone else;
- You will not bully, intimidate, or otherwise harass any user;
- You will not post content that: is hateful; is threatening; is pornographic; incites violence; contains nudity or graphic or gratuitous violence;
- You will not use ResQ to do anything unlawful, misleading, malicious, or discriminatory;
- You will not do anything that could disable, overburden, or impair the proper working of the ResQ Platform, such as a denial of service attacks;

- You will not facilitate or encourage any violations of this agreement since you acknowledge that legal action against you will be taken.

5. Restrictions on use of the Services

ResQ users provide their real names and relevant emergency service information, with the intentions that ResQ is to keep the same secure as described in this agreement, and we need your help to keep it that way.

Here are some undertakings and commitments you make to us relating to registering and maintaining the security of your account, and upon which we are relying as representations in entering into this agreement:

- You will not provide any false personal information to ResQ, or create an account for anyone other than yourself without permission;
- You will not create more than one personal profile;
- If we disable your account, you will not create another one without our permission;
- You will not use your personal profile for your own commercial gain;
- You will keep your contact information (that is: information by which we can contact you specifically) and other Content accurate and up-to-date;
- You will keep your third party Content (of guardians, close friends, parental figures) information up to date;
- You will especially keep your medical information up to date, including any changes to allergies or any other health status: Please ensure to provide your blood type as this is critical in the event of any incident where immediate medical attention and blood transfusion will be required.
- You will not share your password, share access of your account (that is: to allow someone to piggyback on your account), or do anything else that might jeopardize the security of your account;
- You will not transfer your account or ResQ hardware devices to anyone for any reason.

- You will not upload content or take any action on ResQ that incriminates someone, infringes or violates someone else's rights or otherwise violates the law.
- We can remove any content or information you post on ResQ if we believe that it violates this Statement or the previous point.
- You will not use our copyrights or trademarks, or any confusingly similar marks, without our written permission.

6. Links

The web-services may include hyper-links to other websites that are not owned and/or controlled by ResQ.

You acknowledge and accept that ResQ assumes no responsibility for the availability, content, policies or practices of any such third party websites or services.

The use of such websites may well be subject to separate terms, conditions and policies and you must satisfy yourself as to the nature and extent of any such provisions in deciding whether to use the website services.

7. Service Rates

You acknowledge that you have been made adequately aware of the initial rates and fees associated with services being rendered by ResQ and that you have received a complete description of services to be rendered.

You also acknowledge that ResQ reserves the right to change the specified rates and charges from time to time.

Any promotional offers made by ResQ are contingent upon ResQ maintaining its cost of service goals, including but not limited to rates charged by its suppliers.

Where possible, ResQ will provide you with a minimum of 15 days' notice of any rate changes.

8. Price and Payment

Our prices and additional or special payment terms (if any) are as set out on our website, as amended and updated from time to time. The regular terms for payment are set out below.

You agree to pay ResQ the Monthly Fees together with any VAT thereon in full on their due date without any set-off, counter-claim, abatement, or other similar deduction, for the whole of the Initial Period and/or any Renewal Period as appropriate.

Payment of the Monthly Fees together with any VAT thereon must be made to ResQ by direct debit on-line payment or other cash to bank payment channels made available through the ResQ Self-Service payment. There is an administration fee of \$25 TTD on each occasion of failed direct debit processing.

ResQ reserves the right to amend the Monthly Fees and/or introduce new fees from time to time and will give you 14 days' notice. Any change to the Monthly Fees payable by you will take effect from the beginning of any Renewal Period. Your use of the Services after receipt of such notice will be taken by us as your acceptance of such changes.

You acknowledge that ResQ is under no obligation to provide services under the terms of this agreement until all stated charges have been fully paid, and ResQ has been able to adequately verify the validity of said payment.

Accounts suspended or disabled for non-payment issues may be subject to a restoration which must be paid prior to the account and any service to the accounts being restored.

All services that ResQ offers are considered to be provided on a strictly prepaid basis.

Monthly Fees

Recurring payments will be due and payable on the first day of the month following the completion of the first invoice term, and will continue as such for all subsequent invoices.

Unless services have been terminated by you, interest shall be chargeable on any amounts overdue from you at the rate of 5% per annum above the Central Bank of Trinidad and Tobago base rate which may change from time to time. The interest period shall run from the due date for payment until receipt of the full amount by ResQ, whether before or after judgment and without prejudice to any other right or remedy of ResQ. We may also charge you our reasonable administration costs incurred as a result of your late payment or non-payment of any money you owe for ResQ service.

9. Refund Policy

All services rendered by ResQ are provided on a non-refundable basis. This includes, but is not limited to: setup fees; monthly fees; upgrade fees; professional services fees; bandwidth overage fees, regardless of usage.

In addition, if your account is cancelled by ResQ for violation of this Agreement or violation of the attached Acceptable Use Policy, all payments made to ResQ become completely non-refundable.

You agree not to charge back any credit card payments for services rendered.

In the event that a customer files a charge back or other payment dispute, they will be considered to be in violation of this agreement and may be subject to collection action as described in the Price and Payment section above.

10. Service Cancellation

Requests to cancel services may be made by notifying our Sales department at sales@resq.today.

All requests for service cancellation must be made a minimum of 5 days prior to the renewal date of the service chosen to be cancelled.

Failure to provide notice at least 5 days prior to the renewal date will result in a full billable monthly cycle prior to cancellation.

Where all services are considered to be provided on a strictly prepaid basis, no prorated or partial refunds will be made.

All outstanding invoices must be paid in full prior to requesting cancellation, and all unpaid charges must be satisfied prior to the return of any customer-owned equipment.

11. Billing Errors

You acknowledge that ResQ will make its best effort to ensure that all invoices are correctly issued. However, should you note any possible errors, you agree to notify our Sales department within 15 days of the issuance of the errant invoice. After 15 days, all invoices will be assumed to be correct, and no further billing adjustments will be made.

12. Credit Card Payments

Where available, you authorize ResQ to automatically debit any credit/debit card(s) placed on file with ResQ during the ordering process or via subsequent account updates on the due date of each invoice.

Invoices will be emailed to you prior to any credit card charges being placed at the beginning of each billing period.

Should your credit card be declined for any reason, ResQ will contact you to notify you of the declined charge, and will continue to resubmit the credit card on file for payment until the balance is paid in full.

If ResQ is not able to charge your credit card as noted above for the full amount due, you authorize ResQ to split the total amount due across multiple debit transactions to the credit card(s) on file equalling the total amount due.

13. Indemnification

Under no circumstances shall ResQ be held liable for damages resulting from any interruption of service for an amount greater than the amount of the charges payable by you for services rendered during the period damages occurred.

You also acknowledge that in no case will ResQ be held liable for damages as a result of its own negligence in excess of the charges payable by you for services rendered during the period where damages occurred.

You acknowledge that you make use of ResQ's services and facilities at your own risk.

14. Violation of Terms

Should you violate any of these terms, ResQ will attempt to contact you by email or telephone before taking any action where avoidable.

However, ResQ will pursue whatever action is necessary to serve its best interest in these cases, even if that should necessitate the suspension or termination of your services without any type of advance notification.

15. Terminating this agreement

Either you or ResQ may terminate this agreement with 30 days advance notice through the ResQ Self Service portal (or by email) if the other party is in breach of a material obligation on its part and does not fix that breach within 30 days of being asked to do by the first party.

In any event, either party may terminate this agreement with 30 days advance notice to the other party. Any amount outstanding, being the cost difference from date of termination to end of the initial or renewal period, shall remain due and payable within 30 days of termination by either party. ResQ will maintain the service until the termination date with no additional cost to you.

Please note: simply removing the ResQ mobile application from your smart phone does not of itself terminate this agreement. Termination shall only be effective where it can be undertaken in accordance with these terms and conditions and is performed on-line or via email.

The mobile application will provide notification of crime and major events in good faith and our care for your personal safety, even though the service agreement has been terminated and have no financial obligation.

16. Amendments

We can change these Terms if we provide you notice and an opportunity to comment. Your use of the services from the moment of change of the Terms will be taken by us as your acceptance of those changed Terms.

17. Disputes

You will resolve any claim, cause of action or dispute ("claim") you have with us arising out of or relating to the ResQ Terms and Policy Statement exclusively under the Trinidad and Tobago

law. The laws of Trinidad and Tobago will govern this Statement, as well as any claim that might arise between you and us, without regard to conflict of law provisions.

If anyone brings a claim against us related to your actions, Content, information or improper use of the ResQ systems and services, you will indemnify and hold us harmless from and against all legal charges, damages, losses, and expenses of any kind howsoever arising (including reimbursement of reasonable legal fees and administrative costs) related to such claim.

18. Limitations and Exclusions

Please read these Terms with particular care, as they describe certain exclusions and limitations on liability that may arise during the provision of the Services.

PLEASE REMEMBER -- WE ARE NOT REPRESENTING, WARRANTING OR IN ANY WAY SUGGESTING THAT RESQ IS IN ANY WAY A REPLACEMENT FOR OR COMPLETE SUPPLEMENT TO THE EMERGENCY SERVICES AND YOUR OWN SAFETY PRECAUTIONS.

WE MAKE EVERY POSSIBLE EFFORT TO KEEP RESQ TECHNOLOGY PLATFORM RUNNING 24/7/365 DAYS PER YEAR, BUG-FREE, AND SAFE, BUT YOU USE IT AT YOUR OWN RISK. WE ARE PROVIDING RESQ "AS IS" WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, PERSONAL EXPECTATIONS OF SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE OTHERWISE OUTLINED IN THE SELF SERVICE WEB PORTAL, AND NON-INFRINGEMENT OF ANY THIRD PARTY RIGHTS. WE DO NOT GUARANTEE THAT YOU WILL BE SAFE OR SECURE OUTSIDE OF THE STIPULATED TERMS INCLUDING YOUR REQUIREMENT TO ENSURE PERSONAL AVOIDANCE & SAFETY IN DANGEROUS SITUATIONS AND ENVIRONMENTS, THE MOBILE APPLICATION, BLUETOOTH PAIRING, PERIODIC SELF TESTING, AND THAT THE MOBILE PHONE DATA REQUIREMENTS ARE ALL FULFILLED.

RESQ IS NOT RESPONSIBLE FOR THE ACTIONS, CONTENT, INFORMATION, OR DATA OF THIRD PARTIES, AND YOU HEREBY RELEASE AND INDEMNIFY AND AGREE TO KEEP INDEMNIFIED NOW

AND IN THE FUTURE US, OUR DIRECTORS, OFFICERS, EMPLOYEES, AND AGENTS FROM ANY CLAIMS AND DAMAGES, KNOWN AND UNKNOWN, ARISING OUT OF OR IN ANY WAY CONNECTED WITH ANY CLAIM YOU HAVE AGAINST ANY SUCH THIRD PARTIES.

RESQ RELIES ON MORE THAN ONE COMMUNICATIONS CHANNEL INCLUDING WI-FI, MOBILE NETWORK DATA INTERNET ACCESS AS WELL AS SMS.

WE WILL NOT BE LIABLE TO YOU FOR ANY LOST PROFITS, LOSS OF OPPORTUNITY, LOSS OF DATA, OR FOR ANY LOSS OF ECONOMIC USE, NOT FOR ANY CONSEQUENTIAL, SPECIAL, INDIRECT, OR INCIDENTAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT. IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES THIS INFORMATION WILL BE PROVIDED TO YOU AT EARLIEST CONVENIENCE.

OUR AGGREGATE LIABILITY ARISING OUT OF THIS STATEMENT OR RESQ WILL NOT EXCEED THE GREATER OF ONE THE ANNUAL SUBSCRIPTION COST OR THE AMOUNT YOU HAVE PAID US IN THE PAST TWELVE MONTHS. APPLICABLE LAW MAY NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY OR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. IN SUCH CASES, RESQ'S LIABILITY WILL BE LIMITED TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW.

NOTWITHSTANDING THE ABOVE TERMS, NOTHING IN THIS AGREEMENT SHALL OR IS INTENDED TO EXCLUDE OR LIMIT OUR LIABILITY TO YOU FOR DEATH, PERSONAL INJURY OR FOR ANY OTHER LIABILITY FOR LOSS WHICH CANNOT BE LAWFULLY EXCLUDED OR LIMITED.

19. Definitions

By "ResQ " we mean the features and services we make available, including through our mobile application, website at <https://resq.today/> and any other ResQ branded or co-branded websites (including sub-domains, international versions, widgets, and mobile versions); or networks now existing or later developed.

By "Content" we mean any files and/or information that you upload or otherwise make available to ResQ, including, without limitation: concerning you and your actions in any form; SMS (Text); Voice; Video.

By "Data" we mean Content that you provide that enables us to understand you, or Content that is calculated from such things as your location history, the ways you customize ResQ for your needs, or patterns of presses of the ResQ alert buttons by you and by other customers. It is this "Data" that we may allow third parties can retrieve from ResQ or provide to ResQ through the website platform.

By "First Responders" we mean any alarm response centre, owned and/or operated by ResQ or contracted third party and which will form part of the Composite ResQ Services.

By "post" we mean publish, upload, save, send, on ResQ, or otherwise make available to us (such as by using the ResQ mobile application).

By "Contact" we mean the third party contact details given to us by you when registering for use of ResQ as may be amended or updated from time to time.

By "Details" we mean those details given to us by you, and which you are aware may be disclosed in accordance with the Terms.

By "use" we mean use, copy, publicly perform or display, distribute, modify and translate.

By "application" we mean any application or website that uses or accesses the Platform, as well as anything else that receives or has received data from us. If you no longer access the Platform but have not deleted all data from us, the term application will apply until you delete the data.

By "Services" we mean the ResQ services as set out on our website from time to time.

By "IP" we mean any and all intellectual property rights contained in or associated with the Content, including without limitation, copyright, design right, trade names and trademarks,

patent (and any applications for the same), confidentiality, know-how, and in each case where so capable, whether registered or unregistered.

By "Terms" we mean the terms and conditions of this agreement.

By "Monthly Fees" we mean the prices payable for the Services as set out on the mobile application and/or our website from time to time.

20. Other

These Terms and the terms and conditions and policies referred to herein comprise the entire agreement between you and ResQ, and supersedes any prior agreements, arrangements or understandings.

You acknowledge and accept that you have not been induced to enter into this agreement in reliance upon any representation, warranty, statement, agreement or undertaking whatsoever, made by us or in respect of ResQ, save where the same are expressly set out in this agreement.

If any portion of this agreement is found to be unenforceable, the remaining portion will remain in full force and effect.

If we fail to enforce any rights under this agreement, it will not be considered a waiver of those or any other rights.

Any amendment to or waiver of this Statement must be made in writing and signed by us.

You will not transfer any of your rights or obligations under this Statement to anyone else without our consent.

ResQ may assign or subcontract, directly or indirectly, all or part of its rights or obligations under this Agreement to a third party.

All of our rights and obligations under this Statement are freely assignable by us in connection with a merger, acquisition, or sale of assets, or by operation of law or otherwise.

Nothing in these Terms shall prevent us from complying with the law.

These Terms do not confer any third party beneficiary rights.

For your own safety and that of other ResQ users or otherwise you will comply with all applicable laws when using or accessing ResQ systems and services.

OEM Manufacturer's Warranty Policy

Hardware Limited Warranty

Shortcut Labs AB warrants that your Flic hardware product (“the Product”) will be free from defects in materials and workmanship for a period of 24 months from the date of delivery to the original retail purchaser (“the Warranty Period”).

If a defect in the Product arises within the Warranty Period, Shortcut Labs will, at its sole option and subject to applicable laws, render either of the following:

- (a) Repair or replace it with a new or refurbished product or component;
- (b) Refund the original purchase price upon return of the defective Product.

This Warranty does not apply to Products you purchase from unauthorized resellers, or where the instructions for use and activation of the Product are not complied with or where the Product is damaged as a result of abuse, accident, modification, moist or other causes beyond our reasonable control.

ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE PRODUCTS ARE LIMITED TO THE DURATION OF THE APPLICABLE EXPRESS WARRANTY. ALL OTHER EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF NON-INFRINGEMENT, ARE DISCLAIMED.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

All warranty claims and replacements must be authorized. For details on claiming the warranty, please follow instructions below.

Note: Battery usage is regarded as normal wear and tear and is therefore not covered by the 24 month warranty. Shortcut Labs will only honor battery claims that arise within 6 months from the date of manufacture.

Hardware Delivery

All deliveries will be by registered postal services and will be delivered to the address supplied with the order or subscription.

ResQ does not take any responsibility or liability for incorrect addressing entered during the ordering or subscription processes.

Return Policy

If your Flic button is not functional, you may return all Flics purchased in the original transaction, in their original condition, with the original receipt and packaging, within 14 days of the date of delivery to you and we will exchange it or provide a full refund of the original purchase price.

Please note that this policy applies only to Products you purchase directly from us or an authorized Flic supplier.

Please also note that all refunds must be authorized by us.

This is in addition to your legal rights and your rights under the Flic hardware 24 months Worldwide Warranty referred to above.

To authorize a replacement, we will request a few details regarding your order and the issue you encountered. To apply for this, please contact us on email sales@resq.today or please Call +1 868 6620395

A Flic order is eligible for a refund if you've had it less than 14 days, and the order is returned in good condition with original packaging.

Please note that the cost of return shipping is at the purchaser's expense and is non-refundable.

Please also note that partial returns are not eligible for a refund. (Example: If you ordered 4 Flics and accessories, you must return all 4 Flics and all accessories to receive a refund.)