

My Assisted Home

Terms & Conditions

Version 2.1, effective 06 July 2026

1. Our Services

1.1 Scope of agreement: This contract governs the sale of hardware, installation, and ongoing subscriptions provided by My Assisted Home Limited, registered in England number 17238592 ('we', 'us', 'our') to customers ('you', 'your'). Our products combine assistive technology with some smart-home features.

1.2 Assistive Technology: My Assisted Home contains an assistive-technology product designed for monitoring and alerts. It is **not** (i) a medical device, (ii) healthcare, (iii) a safeguarding or welfare-monitoring service, or (iv) an emergency-response or life-safety system. It is designed to provide insights and alerts based on consumer-grade technology and to complement, not replace, human care. See also clause 8.

2. Hardware & Software Ownership

2.1 Ownership: Ownership of the physical hardware passes to you once it is installed and paid for in full. This includes a Hub which connects to your broadband and to other devices (sensors, switches, etc.).

2.2 Software & Intellectual Property: The Hub contains proprietary code and customisations, documentation and user interface (together, the 'Software'). All rights, title and interest in the Software and its components — including but not limited to all copyright, trademark and other intellectual-property rights — belong to and remain exclusively with us. This Agreement does not transfer any ownership interest to you, and your access is limited to the non-exclusive, non-transferable licence granted here. We **do not** provide administrative credentials. To use the hardware with alternative software or configuration, the device must be wiped, which will remove our service and any support obligations on us. We prohibit copying, modifying, translating, disassembling or reverse-engineering our Software, except to the extent such restriction is prohibited by law. We acknowledge that certain elements of the solution are licensed under the Apache and MIT licences.

2.3 Supplied hardware products: Hardware supplied by us (e.g. Hub, sensors, switches) carries a warranty of one year from the date of receipt at your premises, with reasonable use. This warranty does not cover damage caused by accident, misuse or unauthorised modification, and does not cover normal wear. **This warranty is in addition to, and does not affect, your statutory rights under the Consumer Rights Act 2015** (which include, for goods that are not of satisfactory quality, a short-term right to reject within 30 days and rights to repair, replacement or a price reduction).

3. Pricing, Subscriptions & Payments

3.1 Pricing: Current rates for hardware, installation and subscriptions are maintained on our [pricing page](#) and confirmed in your Order Confirmation.

3.2 Recurring subscription fees: Ongoing access to remote alerts, updates and support requires an active subscription. Payment is due in advance, i.e. at the start of the subscription period. We will send a subscription renewal notice 7 days before taking payment for monthly subscriptions, or 1 month in advance for annual subscriptions. You may cancel before payment is due.

3.3 Price changes: We may update prices, including subscriptions. We will give 30 days' notice by email to current customers/subscribers. You may cancel without penalty during this notice period; otherwise the new rate applies from the next payment-due date.

3.4 Payment failure: If a subscription lapses, we will send you an overdue-payment reminder stating the date on which remote access will cease. At our reasonable discretion, and no earlier than seven days after that reminder, remote-access functionality and support will cease. If you pay

after a lapse, your subscription is treated as continuous from the start of the subscription period (so there is no gap in the period covered), rather than restarting from the payment date.

3.5 Payment processing: We use secure third-party providers to process card payments. We also accept BACS transactions for installation and annual payments and may also use Direct Debits. We do not accept cheques or other payment types without written (including email) confirmation in advance from a director.

4. Installation & Customisation

4.1 Guided self-install: Includes up to one hour of remote support (using Google Meet).

4.2 Guided self-install - customer responsibilities: Before the scheduled installation you must confirm that the site and installer requirements specified in the Order Confirmation email have been met and that the installation booklet has been read. Physical site requirements include the availability of suitable power and a wired (Ethernet) broadband connection. The person installing must be able to follow our video-guided installation steps using Google Meet on a phone (including positioning and changing the phone camera) and must follow our installation guidance. The performance of the product (particularly the reliability of alerts) depends heavily on these factors.

4.3 Additional Professional installation: this on-site service (which may be carried out by trusted third parties) is charged at our prevailing rates as specified on our [pricing page](#), plus reasonable travel time and costs.

4.4 Post-installation: Sensor positions can be adjusted to improve detection; guidance will be provided. After installation, sensors can be moved temporarily (e.g. for cleaning) but must be carefully returned to their original position. The performance of the product (particularly the reliability of alerts) depends heavily on placement.

4.5 Pets: The product can be affected by the movement of pets within the property. This can be mitigated to an extent by sensor placement, but the performance of the product (particularly the reliability of alerts) may be affected.

4.6 Tailored work: Customers may request customisation of our standard products. This is typically treated as professional services on a time-spent basis. Pricing will be provided after a brief, free exploratory discussion; all further work will be billable. We may require initial payment in advance. We may decline customisation requests, acting reasonably. There may be an additional subscription charge for maintenance and support.

5. Lapsed Accounts & Re-joining

5.1 Lapsed or cancelled subscriptions: If a subscription lapses, remote access and updates, and alerts, will stop. The product may continue to function locally; however, we do not guarantee performance. See also clause 3.4 & 8.

5.2 Updates for non-subscribers: Customers whose subscription has lapsed (non-subscribers) may at our discretion be offered a 'catch-up' software update (like a car service) for a one-off fee. This brings the software to the latest version but does not include features of a subscription.

5.3 Ad-hoc support: We may provide, at our discretion, technical support to non-subscribers; rates are available on request.

6. Cancellation & 30-Day Trial

How your rights and the trial fit together: you have a statutory 14-day right to cancel this distance contract, which always applies. Separately, we offer a voluntary 30-day trial on the Myah starter kit as an extra benefit. The trial never reduces your statutory rights. The table in clause 6.5 shows what is refundable at each stage.

6.1 Statutory right: You have a legal right to cancel this contract within 14 days of entering into it. Where you have expressly asked us to perform a service (such as configuration for your property &

installation) within that 14-day period, you are liable for the cost of the service actually provided up to the point of cancellation. Your statutory rights are not affected.

6.2 Enhanced trial: We offer a 30-day 'no questions asked' trial on the Myah starter kit equipment supplied by us. You may return this equipment (see also clause 6.3) within 30 days of installation for a full Myah starter kit refund. This excludes all equipment beyond the Myah starter kit that was sourced specifically for your installation (e.g. a backup power supply — see clause 6.4).

6.3 Returns: All items must be returned in original condition and packaging, before the refund is processed.

6.4 Buy-back scheme: Outside the cooling-off and trial periods, we may, at our sole discretion, offer to buy back equipment to prevent e-waste. Any buy-back offer will be based on the condition and current market value of the equipment, not the original purchase price.

6.5 Cancellation refunds: For clarity, the table below shows the refund due on cancellation at various stages. Your statutory rights are not affected.

Refund if cancelled	≤14 days after receipt, install INCOMPLETE	≤14 days after receipt, install complete	≤30 days after receipt, install INCOMPLETE	≤30 days after receipt, install complete	More than 30 days after receipt
Configuration and guided self-install	Guided self-install fee will be refunded. (configuration has been completed)	No refund – all work complete	Guided self-install fee will be refunded. (configuration has been completed)	No refund – all work complete	No refund
Additional professional installation	100%	No refund – all work complete	100%	No refund – all work complete	No refund
Starter kit equipment, returned in original condition	100%	100%	100%	100%	See buy-back scheme, 6.4
Additional equipment returned in original condition	100%	100%	See buy-back scheme, 6.4	See buy-back scheme, 6.4	See buy-back scheme, 6.4
Subscription — monthly or annual	100%	100%	100%	100%	0%

7. Support & Fair Use

7.1 Support: We want all our customers and users to have a great experience with our products, and we include support in your subscription for familiarisation and technical issues. Support is limited to the main customer contact; other users and members of a care circle should get in touch with the main customer contact for support.

7.2 Fair-use policy: If requests for training or general comprehension exceed three sessions per month on the same or related topics, we may at our discretion, charge an hourly rate for 'Custom Training'.

8. Limitations of Liability

8.1 Service limitations: Our products use consumer-grade technology. While we strive for high reliability, we cannot guarantee that every event will be captured or that automation will always work as intended. Alerts (including inactivity alerts) may be missed or delayed, and customers must not rely on the system instead of normal human care or calling the emergency services when needed.

8.2 External dependencies: Functionality depends on your home's power and internet. We are not liable for system failures caused by power cuts, ISP outages, poor broadband performance, extreme weather or other force majeure. Risks of failure can be mitigated by purchasing additional equipment, but such equipment also has limits of performance. Alerts (including inactivity alerts) may be missed or delayed, and customers must not rely on the system instead of normal human care or calling the emergency services when needed.

8.3 Liability cap: Subject to the following sentence, our total liability for any claim is limited to the total price paid by you for the hardware and the previous 12 months of subscription fees. **Nothing in these terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, for breach of the terms implied by the Consumer Rights Act 2015, or for any other liability that cannot be limited or excluded by law.**

9. Privacy & Consent

9.1 UK GDPR: We process data in accordance with our [Privacy Policy, available on this page](#).

9.2 Monitoring consent: If My Assisted Home is used to monitor a third party (the 'Subject'), you warrant that you have their informed consent or that you have the legal authority to act for them.

10. Notices

10.1 Notices: You agree that email is a valid form of written notice. It is your responsibility to ensure your contact details are kept up to date.

10.2 Receipt: Notices sent by email are deemed received at 9:00 am on the next business day after sending, unless a delivery failure is received.

11. Governing Law

11.1 This contract is governed by English law, and the courts of England and Wales have jurisdiction.