

VOLTGO™ SERVICE & MEMBERSHIP AGREEMENT

This Service & Membership Agreement (“Agreement”) is entered into between the Member identified below (“Member”) and **DJ’S Mobile Auto Solutions LLC**, operating under the trade name **VoltGo™** (“VoltGo”).

By signing this Agreement, the **Member** agrees to the following terms and conditions.

1. PURPOSE

The purpose of this Agreement is to establish the legal framework governing the provision of roadside assistance, towing, and mobile electric vehicle charging services to the Member under the selected membership plan.

This Agreement constitutes the general legal structure. The specific services, limits, benefits, pricing, and conditions applicable to each membership plan shall be defined in the selected plan and any related service descriptions or addenda.

2. MEMBERSHIP TERM AND RENEWAL

Membership is established for a minimum term of twelve (12) months from the effective date.

Membership automatically renews on a rolling monthly basis after the initial term unless canceled in accordance with this Agreement.

Downgrades are not permitted during the initial twelve-month term. After this period, changes to membership level may be requested subject to VoltGo approval.

3. SERVICES PROVIDED

VoltGo provides the following services under applicable membership plans:

- Roadside Assistance services
- Towing services
- Mobile Electric Vehicle Charging services
- Emergency assistance coordination
- Related support services

VoltGo may modify, improve, or update services as necessary to maintain operational quality.

The specific services available to the Member depend on the selected membership plan.

4. SERVICE DELIVERY MODEL

Roadside assistance and towing services are provided through independent contractors and service providers selected by VoltGo. These providers operate as independent entities and are not employees or direct agents of VoltGo. They are responsible for the execution of the service in accordance with VoltGo standards.

Mobile Electric Vehicle Charging services are provided directly by VoltGo, which assumes operational responsibility for those services.

4.1 Vehicle-Based Coverage

Membership coverage is assigned to specific registered vehicles and not to individuals. Each membership plan covers one (1) primary vehicle.

Members may add up to **two (2)** additional vehicles under the same membership, subject to applicable fees and approval by VoltGo.

The total number of vehicles covered under a standard membership shall not exceed **three (3)**.

If the Member seeks coverage for more than three (3) vehicles, VoltGo reserves the right to require an upgrade to an appropriate plan, including but not limited to VoltGo Pro or Safe Roads Pro.

5. TOWING SERVICES

VoltGo offers towing services as part of its roadside assistance structure.

Depending on the membership plan, towing may be:

- Included as a limited benefit
- Discounted
- Charged at member-preferred rates
- Subject to credit limits defined in the plan

All towing services remain subject to operational feasibility, safety considerations, and applicable service areas.

6. VEHICLE COVERAGE

Each membership covers one primary vehicle identified by its VIN. Members may add additional vehicles by paying the applicable additional fee.

The total number of vehicles under a standard membership may not exceed three (3). If the Member exceeds this limit, the membership may be upgraded to an appropriate higher-tier or professional plan.

Vehicle changes, additions, or substitutions must be reported in writing and confirmed by VoltGo.

Coverage applies to vehicles, not individuals.

7. USE OF BENEFITS

Benefits and service allocations apply per membership plan.

For electric vehicle plans, EV charging benefits and traditional roadside assistance benefits are independent from each other and do not reduce one another.

Unused services do not accumulate unless otherwise specified.

Additional services beyond the plan limits are available at discounted member rates.

8. MEMBER OBLIGATIONS

The Member agrees to:

- Provide accurate information
- Use services in good faith
- Maintain safe and lawful conditions during service
- Cooperate with service providers
- Ensure vehicle accessibility and safety

Abuse, fraud, or unsafe behavior will result in immediate cancellation of coverage without reinstatement.

9. PAYMENT TERMS

The Member agrees to pay the membership fee and any additional charges as defined in the selected plan.

Late or failed payments may result in suspension or cancellation of benefits.

Reactivation may require additional fees.

10. EARLY TERMINATION

If the Member cancels before the end of the initial twelve-month term:

- A penalty equal to 40% of the remaining balance applies
- If the Member relocates outside Connecticut, the reduced penalty of 20% applies These penalties reflect administrative, operational, and risk allocation costs.

11. SERVICE AREA

VoltGo operates within defined service areas. Service availability depends on distance, safety, provider availability, and operational conditions.

12. LIMITATION OF LIABILITY

VoltGo shall not be liable for:

- Delays caused by traffic, weather, or external factors
- Actions or omissions of independent contractors
- Indirect or consequential damages
- Mechanical or electrical failures unrelated to the service

VoltGo's liability is limited to the amount paid by the Member under the membership.

13. GOVERNING LAW

This Agreement shall be governed by the laws of the State of Connecticut.

14. ASSIGNMENT

Membership rights may not be transferred without written approval by VoltGo.

If reassignment is requested, the original Member remains financially responsible until the new Member is approved and formally accepted.

A processing fee of \$40 applies

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15. COMMUNICATION

VoltGo may communicate via phone, email, or digital platforms. Members agree

to receive service notifications and operational communications.

16. ENTIRE AGREEMENT

This Agreement represents the complete legal framework governing the membership relationship.

Specific plan details, limits, and benefits are defined separately.