

## SUBSCRIPTION TERMS & CONDITIONS

Last Updated: October 30, 2025

### 1. Introduction

Galico Home Comfort Inc. (Galico) is committed to providing clear and transparent policies to our customers. These terms and conditions are designed to be easily understood, with minimal industry jargon. Our primary goal is customer satisfaction.

### 2. Cancellation Subscription

2.1. Notice of cancellation must be emailed to [hello@galico.ca](mailto:hello@galico.ca) 30 days in advance.

2.2. The customer will grant Galico the right of access to remove the product/service.

2.3. Galico will remove the product/service at our own expense.

### 3. Satisfaction Guarantee

3.1. Galico offers a comprehensive satisfaction guarantee to all customers.

3.2. For any problems or concerns, customers should contact [hello@galico.ca](mailto:hello@galico.ca)

3.3. Our commitment: We're not satisfied until our customers are satisfied.

### 4. Shipping Policy

4.1. Galico serves the City of Ottawa and West of Ottawa – including Arnprior, Perth and Smiths Falls.

4.2. For specific information on delivery and installation, customers should contact our Care Team at [hello@galico.ca](mailto:hello@galico.ca)

4.3. Customers outside our service area will be promptly notified by a member of the Galico's Care team.

### 5. Other Provider Cancellation Fees

5.1. Galico is not responsible for any cancellation or exit fees associated with a customer's existing provider.

5.2. Customers are advised to consult with their current provider regarding potential exit fees or obligations.

6. Right of Access

The subscriber grants Galico the right for ongoing, non-exclusive access to the property to service the product or provide service, with not less than 24 hours' notice, except in the case of emergencies.

7. Price Increase

The monthly subscription price may be increased from time to time to account for inflation or rising costs, with no less than 30 days' prior written notice.

8. Contact Information

For all inquiries, concerns, or to exercise your rights under these policies, please contact our Care Team at [hello@galico.ca](mailto:hello@galico.ca)

Galico reserves the right to modify these terms and conditions. Customers will be notified of any changes in a timely manner.