Harrington Membership Agreement (Managed and Digital)

1. Parties and your plan

This Membership Agreement (the "Agreement") is between **Harrington Concierge Home Management, LLC** of Montclair, New Jersey ("Harrington," "we") and the member named in Schedule A ("you"), for the home listed there (the "Home"). It starts on the start date in Schedule A.

Plan	Price	Home visits	Where available
Digital Ledger	**228 dollars a year**	**None**	**Any home in the U.S.**
Managed Remote	**828 dollars a year, or 2 payments of 414 dollars 30 days apart**	**None; 2 guided video walkthroughs a year**	**Any home in New Jersey**
Managed Essential	**As quoted in Schedule A**	**2 a year**	**Montclair, Glen Ridge, Verona, Cedar Grove**
Managed Estate	**As quoted in Schedule A**	**4 a year**	**Same**
Managed Signature	**As quoted in Schedule A**	**12 a year, including away-from-home checks**	**Same**

Your plan, price, payment schedule and start date are in Schedule A. The full list of what each plan includes is in section 2.

2. What Harrington does and does not do

Harrington manages your home's upkeep: we plan, coordinate, check and keep records. We do not perform repairs or any other trade work.

2.1 Every plan includes: the Harrington app with your Home Ledger (a record of repairs, receipts and photos), a 10-year cost forecast for your home's major systems, seasonal reminders, storm and recall alerts, and access to our vetted trades list.

2.2 Managed plans also include:

- A named home manager you can reach through the app, by text or by phone
- Finding, booking and scheduling trades from our vetted network for the work you request
- Second opinions on trade quotes: 2 a year (Remote and Essential), 4 a year (Estate) or unlimited (Signature)
- Checking finished trade work: by photo review (Remote and Essential) or in person (Estate and Signature)
- Adding completed work, invoices and photos to your Home Ledger

2.3 Visit plans also include the number of home walkthroughs in section 1, done by a Harrington field visitor with a photo report in the app. Estate adds visit summaries to up to 3 family members and 3 leak sensors. Signature

adds summaries to up to 5 family members, 5 leak sensors, away-from-home checks, a yearly insurance photo inventory, a capital-improvement statement and a pre-sale home history package.

2.4 Managed Remote also includes 2 guided video walkthroughs a year that you film in the app and your home manager reviews.

2.5 Same-day response. For Managed plans, we reply to requests received by 5:00 PM on the same day, 7 days a week, and others by noon the next day. A reply means we acknowledge and begin arranging help. It does not mean a trade or Harrington will be at your home that day.

2.6 What Harrington does not do. We do not perform, sell, supervise or guarantee repairs, maintenance, installations or improvements. Our field visitors observe and photograph only: they do not climb ladders, use tools, fix things or move heavy items. Walkthroughs and reviews are not home inspections and don't replace a licensed home inspector, engineer or other professional. Forecasts are estimates, not promises of when systems will fail or what repairs will cost.

3. Trades, our referral relationship and your choice

Trades in our network are independent businesses. Here is how we choose them and how the relationship works.

3.1 Our vetted network and referral relationship. Our vetted partners are fully licensed and insured and undergo strict quality, insurance, and reliability screening. To maintain their position in our active referral network and ensure mutual ecosystem health, partners also participate in a reciprocal lead-sharing program.

[In plain terms: to stay in our network, each trade must refer a set number of homeowners to Harrington each month (currently 5), give Harrington members at least a 10% discount, and give a written workmanship warranty. Harrington receives no payment, commission, markup or fee from any trade; the discount goes to you. The program does not affect your home manager's quote reviews or recommendations. You are always free to hire any contractor, inside or outside our network.]

3.2 Your contract is with the trade. When you hire a trade, you sign the trade's own quote or contract and pay the trade directly. The trade, not Harrington, is responsible for its work, workers, materials, permits, warranty and any damage it causes. Harrington is not a party to your contract with the trade.

3.3 Screening. Before adding a trade to our network, we check its license or registration where New Jersey requires one, its general liability insurance, workers' compensation where required, and its reviews. We re-check licenses and insurance at least once a year and remove trades whose coverage lapses. Network trades agree to give members at least 10% off their standard price and a written workmanship warranty. Screening lowers risk but cannot guarantee any trade's work or conduct.

3.4 Quote reviews. When you ask, your home manager reviews a trade's quote and gives an honest opinion on scope and price. It is an opinion to help you decide, not a guarantee, and the decision to hire is always yours.

3.5 Your own contractors. You may use contractors outside our network. If you share their details, we can record their work in your Home Ledger, but we don't screen or vouch for them.

4. Fees, term, renewal and refunds

Memberships run for 12 months and are paid up front, in full or in two installments.

4.1 Fees. You pay the membership fee in Schedule A. Fees cover Harrington's services only. Trade work is billed to you separately by the trade.

4.2 Payment. Pay in full at signing, or in two equal installments: one at signing and one 30 days later. We prefer bank transfers (ACH). If you pay by card, a card fee may apply where the law allows. If an installment is more than

10 days late, we may pause services until it's paid.

4.3 Term and renewal. Your membership covers 12 months from the start date. It renews only if you approve the renewal. We'll remind you at least 30 days before it ends, along with any price change.

4.4 30-day satisfaction guarantee. If you cancel in writing within 30 days of the start date, we'll refund the fees you've paid, minus 300 dollars if we delivered your written Baseline Audit report and 50 dollars for each home visit already complete. Refunds are made to your original payment method within 10 business days.

4.5 After 30 days. Fees are not refundable after the first 30 days, except if you sell the home. Then we'll refund the unused months of your membership on a pro-rated basis from the month after you give us written notice and proof of the sale.

4.6 Unused services. Visits, video walkthroughs and quote reviews not used during the membership year do not carry over and aren't refunded, except as in 4.4 and 4.5.

4.7 Price changes. We won't change your price during your membership year. Any new price applies only if you approve a renewal.

5. Visits, access, your responsibilities and emergencies

5.1 Scheduling visits. We schedule walkthroughs with you through the app. If you cancel with less than 24 hours' notice, or we can't get in at the agreed time, the visit may count as used.

5.2 Access to your Home. If you give us a key, code or entry instructions, we store them securely in the Harrington app, share them only with the people who need them for your request, and never send them by text or email. You can change or revoke access at any time. Trades you hire arrange access with you, unless you ask us in writing to give them your entry instructions.

5.3 Your responsibilities. You agree to:

- Give us accurate information about your Home and tell us about hazards, pets and alarm systems
- Make decisions on quotes and repairs promptly; we can't act on your behalf without your approval
- Keep your homeowner's insurance in force, and follow any conditions it sets for vacant or unoccupied homes
- Pay trades directly under your contracts with them

5.4 Emergencies. Harrington is not an emergency service. For fire, gas smells, carbon monoxide alarms, flooding or any danger to people, call 911 or your utility first. Then contact us, and we'll help arrange trades and follow-up.

5.5 Leak sensors. Sensors included with Estate and Signature are a convenience. They can fail, lose power or lose connection, and they don't guarantee that a leak will be detected or stopped.

6. The app, privacy and communications

6.1 Your account. You sign in to the Harrington app with your email and a one-time code. You can share view access with family members as your plan allows. You're responsible for who you share access with.

6.2 Your information. We collect your contact details, information about your Home, photos, documents and service history to provide your membership. We share only what's needed with trades you ask us to contact and

with the service providers that run our app, payments and communications. We don't sell your information. Our privacy policy explains this in more detail.

6.3 Your Home Ledger. Your Home Ledger belongs to you. You can download it at any time, including after your membership ends, for 12 months.

6.4 Texts and calls. By signing, you agree that Harrington may contact you by phone, text and email about your membership, requests, visits and billing. Message and data rates may apply. Reply STOP to stop texts at any time; we'll still contact you by email or phone about your account. We'll send marketing messages only if you opt in separately.

6.5 Photos. Field visitors and trades may photograph your home to document visits and work. We use those photos only for your records and membership services unless you give written permission otherwise.

7. Liability, ending the agreement and general terms

7.1 Trade work. Harrington is not responsible for the quality, timing, safety, price or results of work performed by any trade, or for damage or injury caused by a trade. Your remedies for trade work are against the trade, under your contract with it and New Jersey law. If you have a problem with a trade from our network, tell us, and we'll help you raise it and review whether the trade stays in our network.

7.2 Harrington's responsibility. We'll provide our services with reasonable care. To the extent the law allows, Harrington's total liability to you for any claim related to this Agreement is limited to the membership fees you paid in the 12 months before the claim. Nothing in this Agreement limits liability that New Jersey law doesn't allow to be limited, or your rights under the NJ Consumer Fraud Act.

7.3 Ending the agreement. You may end your membership under section 4.4 (first 30 days) or 4.5 (sale of the Home). Harrington may end it with 30 days' written notice and refund unused fees pro rata, or immediately for non-payment, abusive conduct toward our staff or trades, or unsafe conditions at the Home.

7.4 Disputes. This agreement is governed by the laws of the state of New Jersey. The venue is in Essex County. If a problem comes up, contact us first at membership@harringtonhomeconcierge.com, and we'll work in good faith to resolve it within 30 days. Any dispute that can't be resolved will be decided in the courts of Essex County, New Jersey, or small claims court where eligible.

7.5 General terms. New Jersey law governs this Agreement. It and Schedule A are the entire agreement between us and can be changed only in writing signed by both of us. If any part is unenforceable, the rest stays in effect. We may transfer this Agreement to a company that takes over Harrington's business if it agrees to honor its terms. You agree to sign and receive this Agreement electronically.

Schedule A: Your membership

Member name(s): _____

Home address: _____

Plan (circle one): Digital Ledger / Managed Remote / Managed Essential / Managed Estate / Managed Signature

Membership fee: _____ dollars for 12 months

Payment: Paid in full / Two installments of _____ dollars (at signing and on _____)

Start date: _____ End date: _____

Family members with view access (Estate up to 3, Signature up to 5): _____