

CARFORCE USA LLC- TERMS OF SERVICE

Effective Date: 6.23.2025

1. DEFINITIONS

Carforce - The legal entity operating the Carforce service, registered in the State of Washington.

Customer (You) - Any individual subscribing to or using Carforce services.

Services - All services provided by Carforce, including inspections, routine maintenance, diagnostics, repair coordination, digital support, and parts assistance.

Mechanic - Independent contractor (Form 1099) performing services on behalf of Carforce.

Subscription - A recurring paid plan that includes mechanic visits, digital support, and repair coordination. Trial Plan - A one-time introductory plan offering diagnostics and recommendations for \$19.99, valid for 7 days.

AutoCare Plan - A recurring monthly subscription (\$49.99) with scheduled visits, diagnostics, and digital support.

Car Concierge Plan - An extended subscription (\$79.99/month) including roadside assistance and vehicle purchase/sale support.

Report - A photo- and text-based report with observations and service recommendations. It is not an official or certified vehicle assessment.

2. SUBSCRIPTION TERMS

The Trial Plan is valid for 7 days, after which it automatically renews into the AutoCare Plan unless canceled beforehand.

Subscriptions renew monthly via Stripe or Paddle and continue until canceled by the customer.

You may cancel anytime, but prepaid months are non-refundable, and no credit is issued for unused days. By subscribing, you authorize Carforce to charge your card on a recurring basis via Stripe or Paddle or another payment processor.

3. WHAT'S INCLUDED

Trial Plan - \$19.99 (7 Days)

Includes:

- One on-location mechanic visit
- Diagnostic of major systems (brakes, suspension, fluids, warning lights)
- Photo and video report
- Personalized maintenance plan
- Access to Telegram channel for your vehicle

AutoCare Plan - \$49.99/month

Includes:

- Scheduled mechanic visits every 2-3 months
- Visual inspections and diagnostics
- Labor for oil and filter replacement (oil, air, cabin filters) - parts not included
- 12-month / 12,000-mile warranty on eligible work
- Priority scheduling
- 15% discount on repairs and additional services
- Full digital car care:
 - Telegram bot with service history and updates
 - Chat support for questions, photos, or issues
 - Service reminders and recommendations
 - Parts assistant to help find/order correct parts

Car Concierge Plan - \$79.99/month

Everything in AutoCare, plus:

- Roadside Assistance:
 - Battery jumpstart
 - Flat tire assistance
 - Fuel delivery
 - Minor on-site repairs (if possible)
 - Towing to nearest shop
- Vehicle Guidance:
 - Car valuation and sale support
 - Market search based on your needs
 - Financing and insurance recommendations
 - Fastest response and dedicated support line

4. PARTS & REPAIRS

Carforce does not include parts in the subscription. Customers are responsible for the cost of parts (e.g. oil, filters, brakes).

Carforce will assist in finding the correct parts and present a detailed cost breakdown before ordering.

With customer approval, Carforce will process payment and coordinate parts delivery and installation. Repairs and labor outside of subscription coverage will be billed separately.

5. REPORTS & LIMITATIONS

The inspection report is the subjective opinion of the assigned mechanic at the time of service.

No disassembly is performed. Inspections are visual only.

The report is not an official certification and is intended for Carforce use only. It must not be used as a third-party vehicle evaluation or presented to dealerships, insurance providers, or others.

Test drives may only be performed when legal and safe. The mechanic reserves the right to refuse a test drive.

6. WARRANTY

Carforce provides a limited labor warranty of 12 months or 12,000 miles, whichever comes first.

This warranty applies only to work performed by Carforce mechanics or authorized contractors, while the subscription is active.

If the subscription is canceled, the warranty becomes void immediately, even if time or mileage limits have not been reached.

This warranty does not apply to oil changes or filter replacements, as those are not covered under warranty terms.

The warranty does not cover:

- Misuse or negligent vehicle operation
- Unauthorized third-party work or modifications
- Accidents, vandalism, or natural disasters
- Use of incorrect or unapproved parts (not supplied or approved by Carforce)

7. CANCELLATION & REFUNDS

You may cancel your subscription at any time through your Carforce dashboard or by contacting customer support.

No refunds will be provided for any past or current billing cycles.

To avoid being charged after the Trial Plan, cancellation must be made before the end of the 7-day trial period.

8. COMMUNICATION

Your vehicle's digital care and reports are primarily delivered via Telegram. Carforce may also contact you via email, SMS, or phone for scheduling or support. You are responsible for keeping your contact information current and accurate.

9. INDEPENDENT CONTRACTORS

All mechanics, inspectors, and service personnel work as independent contractors (Form 1099). Carforce is not liable for any personal conduct or actions taken by contractors outside of assigned duties.

10. INTELLECTUAL PROPERTY

All content, software, branding, and reports remain the property of Carforce.

You may not copy, distribute, alter, reverse-engineer, or reuse any Carforce materials or systems without written permission.

Carforce may offer limited sharing functionality via Telegram or web links, solely for personal use.

11. LIMITATION OF LIABILITY

Carforce does not guarantee the accuracy or completeness of any mechanic report or diagnostic result. Carforce is not responsible for indirect, incidental, or consequential damages, including missed vehicle issues or failed purchases.

Maximum liability is limited to the total amount paid by you for the disputed service.

You agree to indemnify and hold Carforce harmless for any claims resulting from your use of the Services.

12. GOVERNING LAW

These Terms are governed by the laws of the State of Washington.

All disputes must be resolved in Washington courts or through arbitration, as permitted by law.

13. CONTACT

If you have any questions or need support, contact us:

Email: info@carforceusa.com