

## Terms and Conditions of Use

Please note that the Terms and Conditions of Use were last revised on Dec 22, 2025.

These Terms and Conditions (“Terms”) govern your access to and use of the Reachox mobile application (“App”), the Reachox IoT box (“Device”), and related services (collectively, the “Service”).

By purchasing the Device, installing it, or using the App, you (“User”) agree to be bound by these Terms. If you do not agree, you must not use the App or the Device.

### 1. Purpose of the Application and Service

Reachox is an Internet of Things (IoT) system designed to allow users to remotely control and monitor a Reachox box installed at their private location.

The Service enables:

- Connecting the App to a Reachox box
- Remote control and status monitoring of the box
- Managing box access for order deliveries

The Service is intended for personal and lawful use only.

### 2. Eligibility and User Responsibility

- You must be legally permitted to enter into this agreement.
- You are responsible for ensuring that the Device is installed correctly by Reachox team and used in a safe manner.
- You are responsible for all activities performed through your account and connected Device.

Reachox Co. does not monitor or supervise physical delivery interactions.

### 3. Installation, Maintenance, and Technical Responsibility

Reachox Co. is responsible for the initial installation and technical configuration of the Reachox Device, as well as scheduled maintenance related to the Device’s intended functionality.

This includes:

- Proper installation of the Reachox box according to Reachox specifications
- Initial system setup and connection to the Reachox App
- Firmware and software configuration related to normal operation
- Technical maintenance required to ensure proper functioning of the Device
- Remote troubleshooting related to the App and Device software

The user remains responsible for:

- Providing a stable internet connection at the installation location
- Ensuring continuous power supply to the Device
- Allowing reasonable access for maintenance or support when required
- Preventing physical misuse, tampering, or unauthorized access by third parties
- Using the Device in accordance with provided instructions and guidelines

Reachox Co. shall not be held responsible for issues arising from:

- Internet or power outages
- User misuse or unauthorized modifications
- External environmental conditions beyond reasonable control
- Actions of third parties, including delivery personnel

#### 4. Internet Connectivity and Availability

The App and Device require a stable internet connection to function correctly.

Reachox Co. does not guarantee uninterrupted service, and functionality may be affected by:

- Network outages
- Internet service provider issues
- Power failures
- Maintenance or updates

Reachox Co. shall not be liable for service interruptions beyond its reasonable control.

#### 5. Orders, Deliveries, and Third Parties

Reachox Co. does not:

- Provide delivery services
- Control delivery personnel
- Verify delivery contents
- Guarantee successful delivery

Any interaction between the user and delivery personnel is strictly between those parties.

Reachox Co. is not responsible for:

- Missing, damaged, or incorrect orders
- Unauthorized access caused by third parties
- Disputes between users and delivery providers

## 6. User Conduct

You agree not to:

- Use the App or Device for illegal or unauthorized purposes
- Attempt to interfere with the system's security or operation
- Reverse engineer, modify, or tamper with the App or Device
- Use the Service in a way that may cause harm to others or property

Reachox Co. reserves the right to suspend or terminate access in case of misuse.

## 7. Trademarks and Copyrights

All content, software, firmware, designs, text, graphics, logos, icons, images, trademarks, service marks, and trade names associated with the Reachox App and Reachox Device are the exclusive property of Reachox or its licensors.

The name "Reachox," the Reachox logo, and all related branding are trademarks or registered trademarks of Reachox Co.. Unauthorized use, reproduction, modification, or distribution of any Reachox intellectual property is strictly prohibited.

The App, Device firmware, and related software are protected by copyright and other intellectual property laws. Users are granted a limited, non-exclusive, non-transferable, revocable license to use the App solely for its intended purpose in connection with a purchased Reachox Device.

No rights, title, or interest in any intellectual property are transferred to the user under these Terms.

## 8. Data and Privacy

Use of the App is subject to the Reachox Co. Privacy Policy.

By using the Service, you acknowledge and agree to the collection and use of data as described in the Privacy Policy.

## 9. Limitation of Liability

To the maximum extent permitted by law:

- Reachox Co. shall not be liable for any indirect, incidental, or consequential damages.
- Reachox Co. is not responsible for losses resulting from:
  - Unauthorized access
  - Device malfunction
  - Internet or power failure
  - User error or third-party actions

The Service is provided "as is" and "as available."

## 10. No Warranty

Reachox Co. makes no warranties, express or implied, regarding:

- Continuous availability
- Error-free operation
- Suitability for a particular purpose

Hardware performance may vary depending on installation conditions and environment.

## 11. Updates and Changes

Reachox Co. may update:

- The App
- Device firmware
- Features or functionality

We may also update these Terms at any time. Continued use of the Service constitutes acceptance of updated Terms.

## 12. Termination

Reachox Co. may suspend or terminate access to the App or Service if:

- These Terms are violated
- Misuse or security risks are detected
- Required by law

Users may stop using the Service at any time by discontinuing use of the App and Device.

## 13. Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of the State of Kuwait, without regard to conflict of law principles.

## 14. Contact Information

For questions or concerns regarding these Terms, please contact:

**Reachox Co.**

Email: [info@reachox.co](mailto:info@reachox.co)

Website: [www.reachox.co](http://www.reachox.co)