

Terms and conditions: Full users with TV

Version 1 - effective Friday, October 2, 2026 - MyProViewer Inc.

1. Who these terms are between

These terms are an agreement between MyProViewer Inc. ("MyProViewer", "we", "us") and the business that holds the account ("you", "the client"). The person who accepts them confirms they are allowed to do so for that business.

2. Accepting these terms

You accept these terms when you tick "I agree" or press "Accept". If we change them, you'll be asked to accept the new version the next time you sign in, and you can't manage your account until you do. You can read the current version, and download it as a PDF, at any time from Terms & conditions in the app.

3. The service

MyProViewer lets you show messages, photos, videos, weather, news and other content on the TV screens in your business, and manage them from tv.myproviewer.com. We may improve, change or retire features. If we remove something that is central to what you pay for, we'll tell you at least 30 days before.

4. Plans, fees and payment

Your plan (month to month, or a 12, 24 or 36-month term), the number of screens and screen groups, and any paid add-ons such as Live TV are shown under Client information in the app. Fees are billed in advance, monthly or as agreed, plus applicable taxes. If a payment fails, we'll tell you; if it isn't fixed within 14 days, your account may be set to Inactive and your screens will show a message asking you to call us. We'll give you at least 30 days' notice of any price change.

5. Term and ending the account

A month-to-month plan continues until either of us ends it with 30 days' notice. A term plan runs for its term and then continues month to month unless either of us gives 30 days' notice before it ends. We may suspend or end an account that seriously breaks these terms, or doesn't pay. When an account ends, screens stop showing content, and we delete your content 60 days later unless the law requires us to keep it. Ask us before then if you want a copy of your own photos and videos.

6. Equipment supplied by MyProViewer

This section applies when MyProViewer supplies TVs, media players (MPV3 TV sticks), mounts or cables ("the equipment") as part of your plan.

Ownership. Unless your order says you bought it, the equipment remains the property of MyProViewer. Don't sell, lend, move it to another address or let anyone else use it for other purposes without our written OK.

Installation. We, or an installer we arrange, will install the equipment at the address on your account. You make sure the location is safe, has power and a working internet connection, and that the wall can hold the mount.

Care. Keep the equipment in good condition, away from water and heat, and switched on during your business hours. Don't open it or install other software on it.

Faults and replacement. Tell us if equipment stops working. We repair or replace equipment that fails through normal use at no cost during your plan. Damage, loss or theft that isn't normal wear is charged at the replacement cost shown on your order.

Insurance. Include the equipment in your business insurance while it is at your premises.

Returning it. When your account ends, you return the equipment in good condition within 30 days, or let us collect it. Equipment not returned is charged at its replacement cost.

Warranty. Equipment you bought outright comes with the manufacturer's warranty; we'll help you use it.

7. Your account and sign-ins

Keep your sign-in details private and give each person at your business their own sign-in. You are responsible for what is done under your account. Tell us straight away at support@myproviewer.com if you think someone else has used it. Each screen is paired with a code shown on the TV; unpair any screen you no longer control.

8. Content

Stock content. Themes, fullscreen images, videos, stock messages, backgrounds, templates, news feeds and live channels provided by MyProViewer or its partners are licensed to you, not sold. You may show them on your own screens while your account is active. You may not copy, download, resell or show them anywhere else.

Your content. You keep ownership of the messages, photos and videos you add. You give MyProViewer permission to store, copy and display them only to run the service for you. You confirm you have the right to use everything you add, including written consent from any patient or customer who appears in a photo or video, and that it isn't unlawful, misleading or offensive.

Health information. Don't put personal health information about patients on your screens or in your messages. The service is not designed to store it.

9. Acceptable use

Don't try to get into other accounts or parts of the system you aren't meant to use, interfere with the service, copy it, or use it to send spam or unlawful content. We may pause content or an account that

breaks these rules, and we'll tell you why.

10. Privacy

We collect the business and contact details you give us, sign-in and audit records, and screen activity (for example when each screen last checked in) to run and support the service. We don't sell personal information. We keep it in Canada where we can, protect it with reasonable safeguards, and handle it under Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) and our privacy policy at myproviewer.com/privacy.

11. Availability and support

We aim to keep the service running all the time, but it can be interrupted for maintenance or by things outside our control. Screens keep playing their saved content when the internet drops. Support is available by email at support@myproviewer.com and by phone at 1-866-521-0555 during business hours (Eastern time).

12. Warranties and liability

The service is provided "as is". To the extent the law allows, MyProViewer is not liable for indirect or consequential losses, lost profits or lost data, and our total liability for any claim is limited to the fees you paid in the 12 months before the claim (or \$100 during a free demo). Nothing in these terms limits liability that can't be limited by law.

You agree to cover MyProViewer's reasonable costs if a claim is made against us because of content you added or the way you used the service.

13. Changes to these terms

We may update these terms. We'll show the new version in the app and ask you to accept it the next time you sign in. Changes to fees are covered in the fees section. If you don't agree to a change, you can end your account before accepting it.

14. General

These terms are governed by the laws of the Province of Ontario and the federal laws of Canada that apply there. The courts of Ontario have jurisdiction. If part of these terms can't be enforced, the rest still applies. These terms, with your order or plan details, are the whole agreement about the service.

15. Contact

MyProViewer Inc. - support@myproviewer.com - 1-866-521-0555