



VITARA CAREPILOT®
More than just technology.

DISCOUNTS GUIDE

WELCOME TO VITARA CAREPILOT & THANK YOU FOR TRUSTING US AS YOUR COPILOT IN CARE

The Vitara CarePilot Discounts Guide is designed to provide customers with a comprehensive understanding of the various cost-saving opportunities available when purchasing our products and services. This guide aims to help you make informed decisions by outlining available discounts, eligibility criteria, and the benefits of each offer. Please read them carefully and store them securely for future reference.

CONTACT DETAILS

This booklet provides essential information about your product/s and service with us. If you have any questions or require assistance, we're here to help. Reach out to us today!

General Enquiries: info@vitaracarepilot.com

Website: www.vitaracarepilot.com.au

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OVERVIEW

This Vitara CarePilot Discounts Guide should be read in conjunction with, and forms part of, the Vitara CarePilot Terms of Service and Customer Agreement, last updated on 01 November 2025. It applies to all new subscriptions with a commencement date on or after 01 November 2025.

This guide provides further details on applicable discounts during the service period.

Note: Discount structures and terms may be updated from time to time. Please refer to the latest version of this guide available on our website.

IMPORTANT DISCOUNT CONDITIONS

You may be eligible for discounts such as the **Standard Annual Subscription Plan Discount**, the **Loyalty Discount**, the **Standard Multi-Sensor Purchase Discount**, and the exclusive **'Founder's Club' Discount***. We calculate the discounts applicable to your subscription, and your total fees will be adjusted to reflect any eligible savings. Please refer to the relevant sections of this guide for further details on each discount.

Please note: Discounts apply **only to future subscription periods** and cannot be applied retroactively to prior payments or billing cycles. Subscription pricing and any eligible discounts are calculated based on the **minimum required purchase of three (3) Vitara CarePilot sensors**. For further details, please refer to the 'Important Information Summary' in this guide.

If more than one discount applies to your subscription, they will be applied **sequentially** in a predetermined order. For example, if you qualify for a 10% discount and a 5% discount, the second discount will be calculated based on the already applied discounted amount, rather than applying a combined 15% discount to the original cost. This ensures that discounts are applied progressively and sequentially, optimising the overall value.

While we may offer discounts at renewal (such as the Loyalty Discount), the discounted renewal pricing **may differ from offers available to new customers**. The availability and terms of discounts are subject to change and may be modified or withdrawn at our discretion upon renewal. We reserve the right to adjust, modify, or discontinue any discount offers without prior notice.

Please note that all discounts may be subject to **rounding adjustments** in the final billing calculation.

In the event of any inconsistency between this guide and the Vitara CarePilot Terms of Service or Customer Agreement, the Terms of Service shall prevail.

If you have any questions about the discounts available to you and how they have been applied to your subscription, please contact us by sending an email to info@vitaracarepilot.com

Important Note

'The Founder's Club' Discount is an exclusive offer for a very limited number of early adopters of Vitara CarePilot solutions (see page 12 for more information).

STANDARD SUBSCRIPTION PLAN DISCOUNT

Vitara CarePilot offers different subscription plans with varying discount levels based on the billing cycle selected

Standard Subscription Plan Discount Schedule

SUBSCRIPTION PLAN	DISCOUNT APPLIED ON SUBSCRIPTION	BEST SUITED FOR	KEY CONSIDERATIONS
Pay-By-The-Month Plan (PBTM)	0% discount applied pay-by-the-month plans	<ul style="list-style-type: none">For carers or families seeking flexibility.Those who may need short-term coverage.Customers testing the service before long-term commitment.	<ul style="list-style-type: none">Offers full flexibility to cancel or change plans as needed.No savings compared to annual payment plan.Higher cumulative cost compared to annual option.No discount, making it the most expensive option in the long run.Note: A discount applies for Founder's Club members: 10% discount applied on monthly plans (see page 12 for details).
Quarterly Plan	5% discount applied on quarterly subscription plans	<ul style="list-style-type: none">For carers or families wanting a middle ground between flexibility and commitment.Budget-conscious customers who prefer to pay less frequently than monthly but don't want a full-year commitment.Families managing short-term needs.	<ul style="list-style-type: none">Easier financial management with fewer billing cycles.No savings compared to annual payment plan.Not as cost-effective as the annual plan.Note: An additional discount applies for Founder's Club members: 7.5% discount applied on quarterly plans (see page 12 for details).
Annual Plan	10% discount applied of annual subscription plans	<ul style="list-style-type: none">Established households or families supporting elderly loved ones long-term who want to "set and forget" with peace of mind.Customers seeking maximum value, as annual payments offer the best discount across all billing options.	<ul style="list-style-type: none">Provides the best value with a 10% discount.Requires upfront payment for the full year.Less flexibility to switch plans mid-term.Note: An additional discount applies for Founder's Club members: 5% discount applied on annual plans (see page 12 for details).

Plan-Specific Eligibility Criteria

- Monthly Plan:** No discounts apply*; provides flexibility with the option to cancel or change plans anytime.
- Quarterly Plan:** Requires a three-month upfront payment to qualify for a 5% discount and offers fewer billing cycles compared to monthly.
- Annual Plan:** Customers must pay for the full 12-month term upfront to qualify for a 10% discount, with limited flexibility to switch plans mid-term.


Important Discount Notes

- Normally no discount applies for monthly subscription plans, but if a customer is part of the Founder's Club, a 10% discount applies across all subscription plans (see page 12 for more information)
- All final prices include GST may vary slightly due to rounding. All discounts, whether for subscriptions or sensor purchases, are calculated and applied to two decimal places. This ensures consistency in billing, but minor rounding variations may occur in total amounts shown.

Example: Standard Subscription Plan Discount

All examples are based on the minimum purchase of 3 Vitara CarePilot sensors.

CARE PACKAGE	MONTHLY PRICE (No Discount)	QUARTERLY PRICE (With 5% Quarterly Discount)	ANNUAL PRICE (Without 10% Annual Discount)	ANNUAL PRICE (With 10% Annual Discount)
Peace of Mind Package	\$59/per month (Standard rate applies)	\$168.15/per quarter (You save \$7.35)	\$708/year (Standard rate applies)	\$637.20/year (You save \$70.80)
Guardian Care Package	\$69/per month (Standard rate applies)	\$196.65/per quarter (You save \$10.35)	\$828/year (Standard rate applies)	\$745.20/year (You save \$82.80)

 **Helpful Reminder:** Discounts apply sequentially, not cumulatively. Each discount is applied to the already discounted price, not the original rate.

Calculation details

- **Monthly Subscription Price (No standard discounts applied):**
 - **Peace of Mind Package:** \$59/month
 - **Guardian Care Package:** \$69/month
- **Quarterly Subscription Price (Standard 5% quarterly discount applied)**
 - **Multiply the monthly price by 3, then apply the 5% quarterly discount.**
 - **Peace of Mind Package:** $\$59 \times 3 = \177 , then apply the 5% quarterly discount = \$8.85; final quarterly price = **\$168.15/quarterly.**
 - **Guardian Care Package:** $\$69 \times 3 = \207 , then apply the 5% quarterly discount = \$10.35; final quarterly price = **\$196.65/quarterly.**
- **Annual Subscription Price (Standard 10% Discount applied):**
 - **Multiply the monthly price by 12, then apply the 10% annual discount.**
 - **Peace of Mind Package:** $\$59 \times 12 = \708 , then apply the 10% annual discount = \$70.80; final annual price = **\$637.20/year.**
 - **Guardian Care Package:** $\$69 \times 12 = \828 , then apply the 10% annual discount = \$82.80; final annual price = **\$745.20/year.**



What this means to you? The longer your billing cycle, the more you save. While monthly plans give you flexibility, choosing a **quarterly or annual plan** can reduce your subscription costs by up to **10%**. If you're ready to commit for a year, you'll get the **biggest discount**; ideal for households who want to "set and forget" their care setup and save money long term.

Important Discount Notes

1. All final prices include GST and may vary slightly due to rounding. All discounts, whether for subscriptions or sensor purchases, are calculated and applied to two decimal places. This ensures consistency in billing, but minor rounding variations may occur in total amounts shown.
2. No standard discount applies for monthly subscription plans, but if a customer is part of the Founder's Club, a 10% discount applies across all subscription plans (see page 12 for more information).
3. Based on the minimum purchase of 3 sensors (see page 16 for more information).
4. For further details, please refer to the 'Important Information Summary' on page 16 in this guide.

LOYALTY DISCOUNT

Vitara CarePilot values long-term customers and offers exclusive **Loyalty Discounts** as a token of appreciation for your continued trust and commitment to our care solutions. These discounts are applied based on the length of uninterrupted service and offer increasing savings over time.

Loyalty Discount Schedule

LOYALTY PERIOD	LOYALTY DISCOUNT (%)
Year 0 - 1	No loyalty discount applicable
Year 1+	50% discount applied your first month, or equivalent, after renewing your subscription*
Year 3+	5% discount applied
Year 5+	7.5% discount applied
Year 7+	10% discount applied

Things to Keep in Mind

1. A 50% discount on the first month's value is automatically factored into your renewal price starting in Year 2. For annual subscribers, this is equivalent to a 4.17% discount on the full-year amount. For quarterly subscribers, this equals 12.5% off the quarterly subscription price.
2. For quarterly subscribers, the 50% discount on the first month is equivalent to ~12.5% of the quarterly fee, deducted from the already discounted quarterly price.

Loyalty Discount Eligibility Criteria

To qualify for the Loyalty Discount, customers must meet the following conditions:

- **Active Subscription:**
 - The subscription must remain active and uninterrupted for the required period to qualify for discounts.
 - Suspended or cancelled subscriptions will reset the eligibility period.
- **Plan Type:**
 - Loyalty discounts apply to all subscription plans.
- **Payment Compliance:**
 - All payments must be made on time without delays to retain loyalty benefits.
 - Accounts with missed payments may experience discount suspension.

Example: Loyalty Discount stacked on top of the already Annual Payment Discounted (10%) price

All examples are based on the minimum purchase of 3 Vitara CarePilot sensors.

LOYALTY PERIOD	LOYALTY DISCOUNT APPLIED	EFFECTIVE TOTAL DISCOUNT (%)	PEACE OF MIND PACKAGE FINAL ANNUAL PRICE (With Annual Discount (10%))	GUARDIAN CARE PACKAGE FINAL ANNUAL PRICE (With Annual Discount (10%))
Year 0 - 1	No loyalty discount applicable	No effective loyalty discount applicable	637.20/year (No loyalty discount)	\$745.20/year (No loyalty discount)
Year 1+	50% discount applied on the first month, or equivalent, after renewing your subscription*	50% discount applied on the first month, or equivalent, after renewing your subscription*	\$610.65/year (You save an extra \$26.55)	\$714.15/year (You save an extra \$31.05)
Year 3+	5% discount applied the already discounted price	15% discount applied (10% + 5%)	\$605.34/year (You save an extra \$31.86)	\$707.94/year (You save an extra \$37.26)
Year 5+	7.5% discount applied the already discounted price	17.5% discount applied (10% + 7.5%)	\$589.41/year (You save an extra \$47.79)	\$689.31/year (You save an extra \$55.89)
Year 7+	10% discount applied the already discounted price	20% discount applied (10%+ 10%)	\$573.48/year (You save an extra \$63.72)	\$670.68/year (You save an extra \$74.52)

 **Note:** discounts are applied sequentially; each discount is calculated after the previous one is applied.

Importance Discount Notes:

1. A 50% discount on the first month's value is automatically factored into your renewal price starting in Year 2. For annual subscribers, this is equivalent to a 4.17% discount on the full-year amount. For quarterly subscribers, this equals 12.5% off the quarterly subscription price.
2. Discounts are applied sequentially. For example, the Loyalty Discount applies to the already discounted price after the Annual Discount, not cumulatively to the original subscription price.

Calculation details

Note: discounts are applied sequentially; each discount is calculated after the previous one is applied.

- **Peace of Mind Package (Standard 10% annual subscription discount applied first, then apply the loyalty discount):**

- **Year 0-1:** $\$59 \times 12 = \$708 - 10\% \rightarrow$ final annual subscription price = **\$637.20/year.** (No loyalty discount applicable)
- **Year +1:** $\$59 \times 12 = \$708 - 10\% = \$637.20$, then $\$637.20 \div 12 = \$53.10 \rightarrow 50\%$ of one month = $\$26.55 \rightarrow \$637.20 - \$26.55 \rightarrow$ final annual subscription price = **\$610.65/year.**
- **Year 3+:** $\$59 \times 12 = \$708 - 10\% = \$637.20$, then $\$637.20 - 5\% \rightarrow$ final annual subscription price = **\$605.34/year.**
- **Year 5+:** $\$59 \times 12 = \$708 - 10\% = \$637.20$ then $\$637.20 - 7.5\% \rightarrow$ final annual subscription price = **\$589.41/year.**
- **Year 7+:** $\$59 \times 12 = \$708 - 10\% = \$637.20$, then $\$637.20 - 10\% \rightarrow$ final annual subscription price = **\$573.48/year.**

- **Guardian Care Package (Standard 10% annual subscription discount applied first, then apply the loyalty discount):**

- **Year 0-1:** $\$69 \times 12 = \$828 - 10\% \rightarrow$ final annual subscription price = **\$745.20/year.** (No loyalty discount applicable)
- **Year +1:** $\$69 \times 12 = \$828 - 10\% = \$745.20$, then $\$745.20 \div 12 = \$62.10 \rightarrow 50\%$ of one month = $\$31.05 \rightarrow \$745.20 - \$31.05 \rightarrow$ final annual subscription price = **\$714.15/year.**
- **Year 3+:** $\$69 \times 12 = \$828 - 10\% = \$745.20$, then $\$745.20 - 5\% \rightarrow$ final annual subscription price = **\$707.94/year.**
- **Year 5+:** $\$69 \times 12 = \$828 - 10\% = \$745.20$, then $\$745.20 - 7.5\% \rightarrow$ final annual subscription price = **\$689.31/year.**
- **Year 7+:** $\$69 \times 12 = \$828 - 10\% = \$745.20$, then $\$745.20 - 10\% \rightarrow$ final annual subscription price = **\$670.68/year.**



What this means to you? Staying with Vitara CarePilot over the years earns you increasing rewards. **Starting in your second year**, you'll automatically receive **50% off your first month** (or equivalent), and the longer you stay, the **bigger your annual savings**. By year 7, you could be **saving up to 20%** off your subscription just for being a loyal customer. These discounts stack on top of your existing plan discounts, meaning real savings over time.

Things to Keep in Mind

1. A 50% discount on the first month's value is automatically factored into your renewal price starting in Year 2. For annual subscribers, this is equivalent to a 4.17% discount on the full-year amount. For quarterly subscribers, this equals 12.5% off the quarterly subscription price.
2. Discounts are applied sequentially and not as a combined total. For example, the Loyalty Discount applies to the already discounted price after the Annual Discount, not cumulatively to the original subscription price.
3. All final prices include GST and may vary slightly due to rounding. All discounts, whether for subscriptions or sensor purchases, are calculated and applied to two decimal places. This ensures consistency in billing, but minor rounding variations may occur in total amounts shown.

MULTI-SENSOR PURCHASE DISCOUNT

The Multi-Sensor Purchase Discount offers savings for customers who purchase multiple Vitara CarePilot sensors under a single account.

Multi-sensor discount structure

NUMBER OF SENSORS PURCHASED	DISCOUNT ON SENSORS
1 – 3 Sensors	No discount
4+ Sensors	10% discount applied on the 4 th and subsequent sensors

Multi-Sensor Purchase Discount Eligibility Criteria

To qualify for the Multi-Sensor Purchase Discount, customers must meet the following conditions:

- **Minimum Purchase Requirement**
 - Customers must purchase 4 or more Vitara CarePilot sensors in a single transaction to qualify for the discount.
- **Discount Rate**
 - A 10% discount applies to each sensor starting from the 4th sensor purchased.
- **Same Account and Address Requirement**
 - All sensors must be purchased under the same customer account and registered to a single service address to qualify for the discount.
- **New Purchases Only**
 - The discount applies only to new sensor purchases and cannot be applied retroactively to previously purchased sensors.
- **Sensor Installation and Activation Requirement**
 - All discounted sensors must be installed and activated within an existing Vitara CarePilot subscription plan.
- **Exclusions**
 - **This discount does not apply to:**
 - Sensor replacements covered under warranty
 - Sensors purchased separately without an active subscription.
 - Bundled packages that already include discounted sensors.
- **Combination with Other Offers**
 - The multi-sensor discount cannot be combined with other promotional sensor offers unless explicitly stated in the offer terms.
- **Transferability**
 - The discount is non-transferable and applies only to the original purchaser and registered service address.
- **Limited-Time Offer**
 - The multi-sensor discount may be subject to changes or discontinuation at Vitara CarePilot's discretion, with prior notice given to customers.

Example: Multi-Sensor Purchase Discount for 6 Sensors Purchased

NUMBER OF SENSORS PURCHASED	BASE PRICE PER SENSOR	DISCOUNT APPLIED	FINAL PRICE PER SENSOR
1 Sensor	\$519	No discount applied	\$519
2 Sensors	\$519	No discount applied	\$519
3 Sensors	\$519	No discount applied	\$519
4 Sensors	\$519	10% discount applied	\$467.10 (You save \$51.90)
5 Sensors	\$519	10% discount applied	\$467.10 (You save \$51.90)
6 Sensors	\$519	10% discount applied	\$467.10 (You save \$51.90)

📌 **Helpful Reminder:** Multi-sensor discounts only start from the 4th sensor and final prices may slightly differ due to two-decimal rounding.

Calculation details

- **Sensors 1-3 (No discount):** $\$519 \times 3 = \$1,557$
- **Sensors 4-6 (10% discount per sensor):** ($\$519 \times 10\%$ discount = \$51.90 savings per sensor)
 - Discounted price: $\$519 - \$51.90 = \text{\$467.10 per sensor}$
 - Total for Sensors 4-6: $\$467.10 \times 3 = \text{\$1,401.30}$
- **Grand Total:**
 - $\$1,557$ (Sensors 1-3) + $\$1,401.30$ (Sensors 4-6) = **\\$2,958.30**
- **Total Savings:**
 - Total savings from the discount: $\$51.90 \times 3 = \text{\$155.70}$



What this means to you? If you're monitoring multiple rooms, buying more sensors means **you save more**. From the **4th sensor onwards**, you'll receive a **10% discount** on each additional device. This makes it more affordable to extend coverage across bedrooms, bathrooms, and living areas, ensuring your loved one is safer in all key fall zones of the home.

Example: Multi-Discount Combination with annual and loyal discounts applied sequentially

PEACE OF MIND PACKAGE EXAMPLE		GUARDIAN CARE PACKAGE EXAMPLE	
DISCOUNT TYPE	DISCOUNT APPLIED	DISCOUNT TYPE	DISCOUNT APPLIED
Annual Subscription Plan Discount	10% discount applied on the total annual subscription price.	Annual Subscription Plan Discount	10% discount applied on the total annual subscription price.
Year 3+ Loyalty Discount	5% discount applied on the already discounted annual subscription price.	Year 5+ Loyalty Discount	7.5% discount applied on the already discounted annual subscription price.

Note: discounts are applied sequentially; each discount is calculated after the previous one is applied.

Calculation details

Scenario #1

A customer in their **3rd year** with Vitara CarePilot has a **Peace of Mind Package** with an **Annual Subscription Plan**.

Standard **10%** annual subscription discount applied first, then apply the **5%** loyalty discount:

Peace of Mind Package:

$\$59 \times 12 = \708 , then $\$708 - 10\% = \637.20 , then $\$637.20 - 5\% \rightarrow$ final annual subscription price = **\$605.34/year**.

Scenario #2

A customer in their **5th year** with Vitara CarePilot has a **Guardian Care Package** with an **Annual Subscription Plan**.

Standard **10%** annual subscription discount applied first, then apply the **7.5%** loyalty discount:

Guardian Care Package:

$\$69 \times 12 = \828 , then $\$828 - 10\% = \745.20 , then $\$745.20 - 7.5\% \rightarrow$ final annual subscription price = **\$689.31/year**.



What this means to you? You don't have to choose just one discount. If you qualify for more than one (e.g. annual plan + loyalty), **we apply them sequentially** for the maximum value. This stacking system ensures you get the **best available price** while still keeping the structure simple and transparent. It's our way of helping you **save more as your care journey progresses**.

Importance Discount Notes:

- 1.Discounts are applied sequentially and not as a combined total. For example, the Loyalty Discount applies to the already discounted price after the Annual Discount, not cumulatively to the original subscription price.
- 2.All final prices include GST and may vary slightly due to rounding. All discounts, whether for subscriptions or sensor purchases, are calculated and applied to two decimal places. This ensures consistency in billing, but minor rounding variations may occur in total amounts shown.

THE FOUNDER’S CLUB DISCOUNT

The Founder’s Club Discount is an exclusive offer for a very limited number of early adopters of Vitara CarePilot solutions. Customers who qualify will enjoy special pricing and benefits as outlined below.

Subscription Discount Schedule for Founder’s Club Members

Founder’s Club members receive an exclusive lifetime subscription discount (lifetime discount applicable for as long as the program remains active), with an **exclusive 10% discount applied** on monthly subscription plans, an **additional 7.5% discount applied** on quarterly subscription plans, and an **additional 5% discount** applied on annual subscription plans on top of the standard quarterly applied discount of 5% and on top of the annual applied discount of 10%, ensuring maximum value across all payment options.

SUBSCRIPTION PLAN	FOUNDER’S CLUB DISCOUNT ON SUBSCRIPTION
Monthly Plan	An exclusive additional 10% discount applied on pay-by-the-month plans
Quarterly Plan	An exclusive additional 7.5% discount applied on quarterly plans
Annual Plan	An exclusive additional 5% discount applied on annual plans

The Founder’s Club Discount Eligibility Criteria

- **Early Sign-Up Requirement**
 - Must be among the first early adopters of Vitara CarePilot by signing up for any of our subscription plans.
- **Valid Subscription Plan**
 - Eligible customers must subscribe to one of the following plans:
 - Monthly Plan
 - Quarterly Plan
 - Annual Plan
- **Continuous Subscription Requirement**
 - The discount is valid only if the subscription remains active without lapses.
- **Discount Usage**
 - Discounts apply to the base price and cannot be combined with other promotional offers unless specified.
- **Exclusions**
 - The discount does not apply to installation fees or additional services outside the subscription plan.

Example: Founder's Club subscription discount applied on top of the standard subscription discount

All examples are based on the minimum purchase of 3 Vitara CarePilot sensors.

CARE PACKAGE	MONTHLY PRICE (Standard rate)	MONTHLY SUBSCRIPTION PLAN (Standard rate then with 10% Founders Club Discount applied)	QUARTERLY SUBSCRIPTION PLAN (With 5% Standard Quarterly Discount then 7.5% Founders Club Discount applied)	ANNUAL SUBSCRIPTION PLAN (With 10% Standard Annual Discount then 5% Founders Club Discount applied)
Peace of Mind Package	\$59/per month	\$53.10/per month (You save \$5.90)	\$155.54/per quarter (You save \$21.46)	\$605.34/per year (You save \$102.66)
Guardian Care Package	\$69/per month	\$62.10/per month (You save \$6.90)	\$181.90/per quarter (You save \$25.10)	\$707.94/per year (You save \$120.06)

⚠ Note, discounts are applied sequentially; each discount is calculated after the previous one is applied.

Calculation details

- **Monthly Price (Founder's Club 10% monthly subscription discount applied with no additional standard monthly discounts applied):**
 - **Peace of Mind Package:** $\$59 - 10\% = \$53.10/\text{per month}$.
 - **Guardian Care Package:** $\$69 - 10\% = \$62.10/\text{per month}$.
- **Quarterly Price (Standard 5% quarterly discount applied first, then apply the Founder's Club 7.5% quarterly subscription discount):**
 - **Peace of Mind Package:** $\$59 \times 3 = \177 , then $\$177 - 5\% = \168.15 , then $\$168.15 - 7.5\% \rightarrow$ final quarterly subscription price = **\$155.54/quarterly**.
 - **Guardian Care Package:** $\$69 \times 3 = \207 , then $\$207 - 5\% = \196.65 , then $\$196.65 - 7.5\% \rightarrow$ final quarterly subscription price = **\$181.90/quarterly**.
- **Annual Price (Standard 10% annual discount applied first, then apply the Founder's Club 5% annual subscription discount):**
 - **Peace of Mind Package:** $\$59 \times 12 = \708 , then $\$708 - 10\% = \637.20 , then $\$637.20 - 5\% \rightarrow$ final annual subscription price = **\$605.34/year**.
 - **Guardian Care Package:** $\$69 \times 12 = \828 , then $\$828 - 10\% = \745.20 , then $\$745.20 - 5\% \rightarrow$ final annual subscription price = **\$707.94/year**.



What this means to you? As an early supporter of Vitara CarePilot, you get **exclusive lifetime savings**. Whether you choose a monthly, quarterly or annual plan, your discount is **bigger than standard rates**, and applies every time you renew.

📌 Helpful Reminder

1. All final prices include GST and may vary slightly due to rounding. All discounts, whether for subscriptions or sensor purchases, are calculated and applied to two decimal places. This ensures consistency in billing, but minor rounding variations may occur in total amounts shown.

IMPORTANT INFORMATION

Sensor Activation Requirement

- All discounted Vitara CarePilot sensors purchased under standard multi-sensor discounts must be installed and activated within an active Vitara CarePilot subscription plan.
- This condition ensures eligibility for sensor discounts and ongoing service benefits.
- Failure to install and activate sensors within an active subscription may void any associated discounts.

Minimum Sensor Purchase Requirement

- To ensure effective environmental coverage and proper service functionality, a minimum requirement purchase of **three (3)** Vitara CarePilot sensors is required per subscription.
- This baseline setup enables accurate monitoring across critical areas of the home and supports the core features included in your selected package.

Subscription Pricing Notice

- All Vitara CarePilot subscription package prices are calculated based on a minimum purchase of **three (3)** sensors.
- Subscription costs will increase with each additional sensor purchased, reflecting the expanded monitoring coverage, increased data usage, and added support services.
- Pricing details will be outlined in your Service Agreement.

Discount Stacking

- Discounts apply sequentially, not cumulatively. This means that the Annual Discount is applied first, followed by the Loyalty Discount, ensuring maximum savings. Loyalty Discounts apply to all subscription types; however, when combined with Annual Plan Discounts, they are applied sequentially.
- Final prices may vary slightly due to rounding. All discounts, whether for subscriptions or sensor purchases, are calculated and applied to two decimal places. This ensures consistency in billing, but minor rounding variations may occur in total amounts shown.

Loyalty Discount Eligibility

- The Loyalty Discount becomes available starting in Year 2 of continuous subscription. Customers must maintain an active subscription without lapses to qualify for an applied discount of 50% on the first month equivalent after renewing your subscription.
- A 50% discount on the first month's value is automatically factored into your renewal price starting in Year 2.
 - For **annual subscribers**, this is equivalent to a 4.17% discount on the full-year amount.
 - For **quarterly subscribers**, this equals 12.5% off the quarterly subscription price.

No Retroactive Discounts

- The discounts cannot be applied retroactively to previously paid subscription periods. Discounts only apply to future payments once eligibility requirements are met.

Installation Costs

- Installation costs are not included in the subscription price or discount calculations. These costs will vary based on the customer's location and specific installation preferences and needs.

Government Funding Support

- Eligible customers may access funding through:
 - **Support at Home program:** For Australians aged 65+ (or 50+ for First Nations people) with assessed care needs who want support to live independently at home. Assessment and registration via My Aged Care are required.
 - **National Disability Insurance Scheme (NDIS):** For individuals under 65 with permanent disabilities. Eligibility and application details are available at [ndis.gov.au](https://www.ndis.gov.au).

Non-Refundable Prepayments

- Customers who opt for the annual plan and receive discounts should note that prepayments for the year are non-refundable, except where required by the Australian Consumer Law (e.g. documented critical illness or death of the primary account holder) as outlined in the terms and conditions.

Future Customisation Options

- While Vitara CarePilot currently offers fixed packages, feature customisation options may be introduced in the future. Any new features will be made available for eligible customers at the appropriate subscription tier.

YOUR TRUSTED PARTNER IN CARE

Thank you for exploring the discount opportunities available through Vitara CarePilot. Our goal is to make care solutions accessible, affordable, and innovative. To speak to a Vitara Care Consultant about your discount eligibility, visit **www.vitaracarepilot.com.au/contact** or email **info@vitaracarepilot.com**