

CUSTOMER SERVICE AGREEMENT
THE FOLLOWING RULES AND REGULATIONS APPLY TO THE USE OF THIS APP

A.

1. Blesena, LLC (hereinafter referred to as Blesena) is a technology platform to be used by Customer to Connect with Mechanics for roadside services. Mechanics are Independent Contractors and are not employees or agents of Blesena. Blesena is not responsible or liable for any negligence, misuse or other conduct of the Mechanic. Customer agrees to look to Mechanic for reimbursement of damages. The service relationship is solely between the Mechanic and the Customer.
2. Customers' vehicle inspections are only at point-of-time. No warranty is provided by Blesena on condition or future reliability of Customer's vehicle.
3. Flat tire/spare service is for installation of usable spare tires only. Blesena does not provide or sell replacement equipment.
4. There is no guarantee that roadside issues will can be resolved on site.

B. Service Fees:

1. Initial Fee:
 - a. Roadside Assistance Request \$99.00.
 - b. Pre-Purchase Inspection of vehicle \$199.00.
2. Blesena may charge or modify Service Fee upon notice to Customer.
3. Customer will be advised of applicable service fee upon request for service.
4. Payment will be due and payable upon completion of service.

C. Roadside Assistance and Cancellation Policy:

1. A full refund of the cost will be made if service call is cancelled before Mechanic is dispatched by Blesena.
2. If service is cancelled more than five (5) minutes after request, there is a 15% cancellation fee. All dispatched related cancellations are subject to review by Blesena.

D. Pre-Purchase Cancellation Policy:

1. If service is cancelled more than 24 hours before inspection, a full refund will be granted.
2. If service is cancelled less than 24 hours before inspection, any refund is subject to review by Blesena and will depend upon time of request, dispatching of Mechanic and amount of work completed.

E. Outside Transactions:

1. Customer may not hire Mechanic outside of this platform for a period of 12 months.
2. Violations of this provision may result in permanent account deactivation, subject to Blesena review and notice to customer.

F. Arbitration:

1. All disputes shall be resolved in Connecticut by binding Arbitration in accordance with the The Rules of The American Arbitration Association. The Customer hereby waives the right to participate in any class action. The successful party in any dispute resolution procedure shall be entitled to all costs expended including, but not limited to reasonable Attorney fees.

G. Limit of Liability:

1. Any liability found against Blesena shall be limited to the amount paid for the Services Liability for indirect, incidental or consequential damages is waived.

H. Governing Laws:

1. The platform and services are Governed by the laws, rules and regulations of The State of Connecticut and the Connecticut Department of Motor Vehicles.