



Membership & Enrollment Agreement

Congratulations on joining Hannah the Pet Society! This Membership Agreement ("Agreement") is made as of today between Hannah the Pet Society ("Hannah") and you (the "Pet Parent") and has the terms and conditions set forth below.

Our oath: Hannah veterinarians promise to never recommend unnecessary care and always recommend what's best for you and your Hannah Pet, which we will provide without regard to cost.

- A. **Hannah's Commitment:** We are excited and honored that you are joining our Society – Thank you! We ask that you provide all the love you can as we partner together to provide your Hannah Pet with the best quality of life possible. Hannah promises you:
- To do our best to help your Hannah Pet live the longest, healthiest, happiest life possible with your family at a reasonable and sustainable cost without ever having to withhold or decline needed care.
 - To do our best to keep you and your Pet family safe by prevention of disease when possible, and by treatment and resolution of health or behavior problems as quickly as we can.
 - To support you and your Pet family with expert veterinary care and compassionate consultation through sickness and health. To always work together to determine the care that is appropriate, needed, and timely.
 - To do our best to create a happy healthy relationship between your family and your Hannah Pet through veterinary care, Pet health education, behavior support, and caring attention. We will be available 24-7-365 or will find you an alternative care provider that is medically appropriate if we cannot provide the needed care or advice ourselves.
 - To carefully listen to the requests and concerns of you and your family regarding your Hannah Pet and respond in a respectful, thoughtful way.
 - To be the reason you and your family truly enjoy the love and companionship of a Pet now and for the rest of your lives.
- B. **Membership & Enrollment Fee.** Benefits of membership include lifetime access to Pet match counseling services, Pet behavior classes, and the ability to sign up as many healthy Pets as you have and usually ones with pre-existing health or behavior issues (Hannah does not accept aggressive Pets, some with existing conditions, or Pets and Members that we determine are not a good match). This care and service is provided through Hannah the Pet Society membership and our Total Lifetime Care & Companionship Plan (TLC). We have TLC programs available for dogs, cats, bunnies and guinea pigs. Many members have more than one Pet enrolled in a Hannah TLC Plan – you pay only one Membership & Enrollment Fee (currently only \$199) no matter how many Pets you enroll as long as you stay active in Hannah. To stay active, you must either have a Hannah Pet on an active TLC Plan or participate in Hannah events every year and remain in good standing. As an added benefit, \$20 of your Membership & Enrollment Fee will go to Hannah's Helping Hands as a gift from you for program support as listed in Section F. This Agreement covers many of the details of membership, as well as for signing up your current Pet or a Pet you get from a shelter or other source, or a bunny or guinea pig we find for you on a TLC Plan. This Agreement will provide details on how the program works and how it benefits you and your family, and will change from time to time. You are protected because you can quit the program at any time without penalty as explained in Section R and agree to this condition. Only Hannah Society Members can have "Hannah Pets". (See Hannah the Pet Society Membership Benefits brochure or visit our website; benefits change from time to time.)
- C. **Matching Services.** Once you have joined Hannah the Pet Society by paying your Membership & Enrollment Fee, you are entitled to matching services whenever you need them (subject to the limitations set forth in J below), plus a number of other benefits for as long as you remain a Member. When you ask us to, we will help you with a Pet match based on the information you provide about you and your family (which you can update at any time). Once you have found the matching Pet, we will examine it and give you our medical and behavioral evaluation of it at no charge. You will be able to repeat this process multiple times without any further costs.
- D. **Routine and Emergency Veterinary Care.** Hannah is responsible for the veterinary care needs of the Hannah Pet at a Hannah care provider, which will be determined by the Pet's Hannah veterinarian and you after you sign the TLC Addendum as explained in Section F. The veterinary care provided or paid by Hannah includes all routine and emergency medical and dental veterinary care, medications from Hannah's formulary needed for veterinary treatment, surgical services and telephone medical advice via Hannah's Pet Nurse Advice line. Veterinary care will be provided only by providers and at locations designated by Hannah. Hannah provided services will not include implant, organ transplant, cosmetic or experimental surgeries or services. Hannah will provide other surgeries and procedures that the Hannah veterinarian AND you determine are the safest and most conservative solution that will result in a net longer, healthier and happier life for the Hannah Pet without undue pain and suffering. Hannah will provide second and even third opinions by accredited Hannah veterinarians at no charge to the Member at their request, and will help arrange "outside" second opinions at the Member's request and cost. There will be no additional fee to the Pet Parent when using any Hannah employed specialist or any Hannah formulary drug. Non-emergency procedures and treatments will be scheduled by the Pet Parent and provided by Hannah based on the availability of Hannah staff and

facilities. You agree to call Hannah if you have any concerns about your Hannah Pet and to follow the Hannah veterinarian's directions for care to the best of your ability. In case of any disagreement, Hannah's Medical Standards Board, in consultation with the Pet Parent, will be responsible for final medical determinations regarding any medications, surgeries, medical therapies, support, care, or "end of life" treatments to be provided to the Hannah Pet under this Agreement. We agree that it is important to have the Hannah Pet be as comfortable as possible when health declines and to provide treatments that focus on the best practically available quality of life, but may not necessarily extend the life of a terminal patient especially if such treatment may worsen or prolong the Pet's pain. Hannah veterinarians will consult with you regarding the Hannah Pet's care under these circumstances, and you will be as actively involved in all medical, nutritional, and care discussions regarding your Hannah Pet as you choose to be. Under no circumstances will Hannah ever end the life of a Pet (even at the request of a Pet Parent) unless we believe it is medically necessary to end pain or suffering (including mental suffering) and the Pet Parent agrees. However, the Pet Parent agrees that the veterinarian should use their best medical and ethical judgment on such decisions if the Pet Parent cannot be reached or if they have surrendered the Pet to Hannah. If a disagreement between Hannah and the Pet Parent regarding Pet care cannot be resolved, either party may cancel the Total Lifetime Care (TLC) Plan and Hannah will return ownership to you at the pre-agreed Pet Adoption/Purchase Fee so the Pet Parent can pursue their own course of treatment and Hannah will have no further monetary or other obligation of any kind. We encourage you to consult with your Hannah veterinarian regarding your Hannah Pet's health and expected longevity on a regular basis. If you and your Hannah veterinarian agree that your Hannah Pet has limited time left (expected at 3-4 months), it often helps the older Pet to have a younger one around. If you decide to get another Hannah Pet during this time, Hannah will waive the additional Monthly TLC Fee for up to six months while you have both Pets to make the transition easier for your family.

- E. **Behavior Support, Obedience Training, and Other Services and Exclusions.** Hannah provides behavior support and obedience training for Hannah Pets, including behavioral advice via Hannah's Pet Nurse Advice line and the required behavior/education classes for all Pets and Pet Parents as detailed in various documents. Behavior support and obedience training will be provided based on the availability of Hannah staff and facilities and only by providers and at locations designated by Hannah. Attending prescribed behavior education classes is required as in Section H and at other times as prescribed by your Hannah veterinarian. As an example, most Pets fearful of nail trims can greatly benefit from behavioral training. If included in the selections you have made in the TLC Addendum, grooming care and pick-up and delivery services will be provided for the Hannah Pet based on the availability of staff and facilities and only by providers and at locations designated by Hannah. The following items are not covered or provided by Hannah under this Agreement: (i) any veterinary care, behavior support, medications, obedience training, grooming, equipment, supplies, or food that is obtained from someone other than Hannah or a Hannah service provider without Hannah's express consent; (ii) boarding care; (iii) grooming care unless included in the TLC Addendum as you have selected or unless paid for separately; (iv) pick-up or delivery services unless included in the TLC Addendum as you have selected or unless paid for separately; (v) food, flea or heartworm control if you have elected in the TLC Addendum to not receive them from Hannah; (vi) supplies if you have elected in the TLC Addendum to not receive supplies from Hannah; (vii) outside specialists and non-formulary drugs; and (viii) services or veterinary care for issues you have excluded at TLC enrollment or are not believed in the professional judgement of the Hannah Medical Standards Board to be in the best interest of your Hannah Pet. Members of Hannah the Pet Society that are in good standing may enroll their Hannah or non-Hannah Pets in entry level classroom-style obedience classes without being on a TLC Plan. Other behavior services require TLC enrollment.
- F. **Total Lifetime Care & Companionship Plan, Monthly TLC Fee, and TLC Addendum; Term:** Until this Agreement is terminated, your Hannah Pet is enrolled in Hannah's TLC Plan and you will be responsible to pay the Monthly TLC Fee to Hannah, which is listed in the TLC Addendum. Hannah may adjust the Monthly TLC Fee based on costs and other factors at any time after the first year of this Agreement on an annual basis, or as services or products are added or subtracted from your Pet's program. The Monthly TLC Fee covers (i) your companionship with the Pet, (ii) the supplies and services described in this Agreement and (iii) any and all of the opt-in supplies and services that you have selected as set forth in the TLC Addendum. The first Monthly TLC Fee is due when you sign or approve by phone your TLC Addendum for your Pet. The next Monthly TLC Fee will be billed directly to a credit or debit card or bank account. It is your responsibility to promptly notify Hannah if your card number, expiration date, address, or other contact information changes. If you do not notify us, or your financial institution for any reason refuses the billing, you agree to pay a \$25 fee for processing. You agree that, at Hannah's option, up to \$5 of your Monthly TLC Fee may be donated on your behalf to Hannah's Helping Hands to support the shelter from which the Pet came for as long as that shelter continues in good standing with Hannah; or if the Pet did not come from a shelter or the shelter is no longer in good standing, your donation may support charitable programs through Hannah's Helping Hands that end Pet homelessness or community programs that bring people and Pets together, including but not limited to care for Pets that don't have homes, Pet health care and behavior education, Pet placements within classrooms or senior living facilities, and assistance to Pet families in need. At your option, you can request that this donation not be made on your behalf and the money will then be retained by Hannah. You also agree that if Hannah decides to no longer provide this particular Plan, you will work with Hannah to find and enroll on the Plan that is best for you and your Pet at that time or make arrangements to do something else.
- G. **Pet Adoption/Purchase Fee & Adjusted Pet Adoption/Purchase Fee.** We look for bunnies and guinea pigs from the following sources (providing it is a good match): shelters, humane societies, rescue groups, other Pet related nonprofits, 4H and classroom-raised Pets, families giving up their Pets, and carefully screened small breeders. The Pet Adoption/Purchase Fee, as set forth in this Agreement, is the price you agree to pay if you wish to purchase the Hannah Pet outright from Hannah. Our current initial Pet Adoption/Purchase Fee for bunnies and guinea pigs is up to \$200, as specified in the TLC Addendum. The "Adjusted Pet Adoption/Purchase Fee" for a specific Pet is equal to the Pet Adoption/Purchase Fee reduced by \$50 for each complete year that you have your Pet on the TLC Plan, down to \$100. Until you adopt/purchase the Pet by paying the Adjusted Pet Adoption/Purchase Fee, it is the legal property of Hannah the Pet Society. As the owner of the Pet and many other Hannah Pets, Hannah is able to obtain goods and provide

services to Pets in bulk (“at scale”). Hannah shares this economic benefit with you and the other Pet Parents by providing a healthier Pet to Pet Parents in exchange for a low monthly lease rate (i.e. the Fees described herein). Most Pet Parents don’t ever pay the Adjusted Adoption/Purchase Fee because they don’t purchase the Pet. Hannah’s goal is a healthy Pet that lives a very long time as part of a loving family – as inexpensively as possible for you. In the event you purchase the Hannah Pet, but in the future no longer want it or are unable to keep it, Hannah agrees to do our best to help you find it a new home or a foster home as quickly as possible or to take it ourselves (you must complete a surrender interview). Please, never surrender the Pet to a shelter where it may be put to sleep (make sure you understand what a “No Kill” designation really means) or make it roam free looking for its own food, shelter, and care. Hannah only surrenders or recommends surrender to a shelter as a last resort when all other placement options have been exhausted.

- H. **Puppies and Kittens.** We will not match you with a puppy or kitten unless you specifically request one. According to our Pet Matching Policy, we recommend that you **do not** get any puppies or kittens from commercial breeders or puppy/kitten mills. This means it is more challenging to find puppies in need of a home at a shelter or similar source. However, if you want a puppy and we together determine a puppy is a good match for you and your family, we will help you determine what kind of puppy would fit best in your family. As a member who has acquired a puppy less than 12 months old, you can bring it to Hannah and start it on a Hannah Total Lifetime Care Plan and the Healthy Start option providing we agree it is a good match to you and it passes our health and behavior tests (these are free to you). Puppies and kittens are a lot of fun, and cost a little more until they become adults. They are more expensive Pets needing more time, more veterinary visits, training, vaccinations, parasite preventatives, and are also more susceptible to many diseases, injuries and accidents – all paid for by Hannah as the owner – you have no risk. All young Pets under 6 months old and all Pets 6-months to 1-year old and intact are subject to a Healthy Start Fee that is set forth in the TLC Addendum for the first 12 months on the TLC Plan (paid monthly or in lump sum). If the plan is cancelled before the end of the first 8 months for any reason, the Healthy Start Fee will be prorated as follows: 50% of the total fee the first month, 10% for each of the next 3 months, 5% for each of the next 4 months.
- I. **Testing, Transportation & Training (TTT) Fee.** When we find or supply a Pet for you, Hannah incurs initial costs and expenses before the Hannah Pet is even delivered to your arms! This includes transportation from its source, medical and behavior testing, necessary and appropriate veterinary care, training, food, shelter and a variety of other things. The TTT Fee is designed to help us recover some of the costs spent on acquiring your Pet and you have the option of paying it as a lump sum payment or a monthly add-on fee for 12 months in equal monthly installments. This TTT Fee is non-refundable once the Pet has been transported to Hannah because the services have then been provided. The TTT Fee does not include any of the amounts that Hannah has to pay to adopt or purchase the Pet from the humane society, shelter, rescue group or other source of the Pet, or any indirect costs of getting the Pet for you.
- J. **The Pet Isn’t a Good Match.** When you have found a new Pet from any source and enrolled it on a TLC Plan, we will work closely with you and your new Pet as you get to know each other and become a family. However, despite everything we do, a small percentage of matches are not a good fit. If you are one of these rare “mismatches,” we will do our best to help you find it a new home as quickly as possible (see Section G above) and match you with a new Pet (now that we know more about you!). **There is no additional Membership & Enrollment Fee for additional matching services as long as we have worked together for 60 days to make the match work and you have attended all required and prescribed behavior education classes with your Hannah Pet.** The reason for this minimum 60-day period is because it takes time for some Pets to adjust to a new home and/or benefit from training classes. It is also traumatic for a Pet to swap homes – trauma that we want to avoid if possible. If you insist on giving up on the Pet without working at making the match work or attending the classes for at least 60 days, you agree to pay your TTT Fee (if applicable) and Healthy Start Fee in full. To be clear, we will do all we can to help you find a new home for your Pet, but Hannah prefers not to take a dog or cat from you and will only do so as a last resort to help you. If you decide you no longer want it, and that you would prefer to buy the Pet from Hannah and then find it a home – we will help you do that. Hannah may choose not to help you find another Pet if you haven’t lived up to your responsibility with your current Pet by attending training classes. If you have not gone to the prescribed classes and behavior consultations, and that results in the Pet developing behavior problems in the reasonable opinion of a Hannah veterinarian, we may end our relationship with you.
- K. **The Bunny or Guinea Pig Isn’t Any Longer a Good Match.** Let’s say you were matched with a bunny because you wanted your children to learn about the responsibility of caring for a Pet or because of a small living environment, the minimum 60-day “Honeymoon” period is over and now you are ready for a cat! Simply talk to us about when you would like to make the transition, and we will find your bunny a classroom or a new family if qualified and help your family find a new cat. The remaining TTT Fee will still apply and the Monthly TLC Fee will be adjusted for your new Pet.
- L. **Transfer to Hannah.** If you are signing up a Pet you already have or have obtained from a shelter or other source, whether the Pet is healthy or has ongoing medical conditions, you will need to become a member of Hannah the Pet Society. Then, our doctors and staff will examine your Pet (the examination may need to include lab work or other diagnostic tests like x-rays) in order to diagnose your Pet’s current health and make a prognosis of whether we think it is healthy enough (medically and mentally) and is a good match for your family and Hannah so it is eligible to become a Hannah Pet. If we find that it is not, we will discuss other options with you, but if it is completely healthy or has a routine, addressable problem, then we will update the Pet on all its vaccines, put in an electronic ID chip so that it can be found if lost (see Section T below), and perform whatever care services are needed (all dogs and cats should be spayed or neutered, and all Hannah Pets must have implanted microchips). We agree that the price of these initial services to qualify your Pet to be a Hannah Pet may be over \$400, but regardless of the actual cost or price, the initial services will be exchanged for your Pet and then discounted to \$300 for dogs, \$200 for cats, and \$200 for bunnies and guinea pigs, and your Pet then becomes a Hannah-owned Pet and that discounted price will be your initial Pet Repurchase Price. If you do not ever repurchase your Pet from Hannah, you will never be required to pay us this \$300 or \$200 (as applicable) Pet Repurchase Price. Most Pet Parents don’t ever pay this amount because they don’t

repurchase the Pet. In essence, you have traded your Pet for services provided by Hannah and leased the Pet for companionship, therefore, as the new owner, Hannah is responsible for providing all ongoing medical care as outlined and agreed herein. We further agree that, if you ever wish to repurchase your Pet, all you have to do is repurchase your Pet for the same amount for the value of services we have provided to you (but not collected for) without any other cost (except as in Section N below). If you are enrolling your Pet, then the above exam will happen the first time you bring your Hannah Pet into a Hannah Health & Education Center. Enrollment isn't final until the above exam is done with pricing approved by you and Hannah after the full evaluation of the Pet and the final TLC Addendum is signed by both a representative of Hannah and by you. If in the unlikely event we find something that is different from what we expected – like a significant pre-existing medical problem that changes the Pet's value (and we all didn't know about) – we will change the pricing as necessary or not finalize this Agreement. After the TLC Addendum is approved by you, your Membership & Enrollment Fee is no longer refundable.

- M. Regaining Legal Ownership.** By signing the TLC Addendum, you certify that you are the sole legal owner of the Pet enrolled under this Agreement, that you have complete authority to transfer ownership of this Pet to Hannah, and that you are in fact transferring ownership of this Pet to Hannah. You have the right to repurchase the Pet from Hannah and cancel your enrollment in the Total Lifetime Care & Companionship Plan and associated Monthly TLC Fee at any time for any reason as agreed in Section R and that you will then be responsible for all costs of care that were waived when you entered into this Agreement. You further agree that you will hold Hannah harmless and defend Hannah at your expense if any other claim of ownership of this Pet comes up in the future.
- N. Sick or Injured Care Fee.** If you intend to sign up a Pet with an urgent health condition as a Hannah Pet, you must become a member of Hannah the Pet Society, agree to pay the Membership & Enrollment Fee and transfer legal ownership of the Pet to Hannah by signing a preliminary TLC Addendum. Only then will our veterinarians and staff examine your Pet, perform diagnostics (such as lab work and x-rays) and provide a medically recommended treatment plan and prognosis for your Pet. We will then provide a "Good Faith Estimate" of the "Cost to Treat" the illness or injury for what it will likely cost to return your Pet to good health or a more stable condition (the amount that must be immediately invested in the Pet). Hannah will be responsible for any added expenses if the Cost to Treat turns out to be more than the Good Faith Estimate. Once provided with a Good Faith Estimate of the Cost to Treat your Pet, you have a choice at that time: (i) you may sign the final TLC Addendum confirming the transfer of ownership of your Pet to Hannah and setting your actual Monthly TLC Fee so that we can provide the care (we must by our policy have legal ownership of the Pet in order to provide the care), and set your initial Pet Adoption/Purchase Fee (see Section L and G), or (ii) you can take your Pet elsewhere without any financial obligation to Hannah and your Membership & Enrollment Fee will be refunded in full. If you decide to proceed with option (i), we agree the medical-related cost to you at this time will be the "Sick or Injured Care Fee" (50% or less of the total Good Faith Estimate of the Cost to Treat), which will be divided into 12 equal monthly payments or can be paid as a lump sum. Starting the same day, you will also be responsible to pay a Monthly TLC Fee for your Pet's ongoing companionship as explained in Section F of this Agreement. We also agree that, after care is provided, you will be able to regain legal ownership of your Pet at any time you want by reimbursing Hannah for the unpaid 50% remainder of the original "Cost to Treat" as described above and in addition to any other amount owed as in Section R below. After the final TLC Addendum is approved by you, your Membership & Enrollment Fee is no longer refundable. If your Hannah Pet passes away within 14 days after you sign the tentative TLC Addendum, the 50% remainder of your Sick or Injured Care Fee and the balance of the Sick or Injured monthly payments will be waived in full as a good-will gesture by Hannah.
- O. Pet Adoption/Purchase Fee and Adjusted Pet Adoption/Purchase Fee - For Pets You Bring to Us.** The Pet Adoption/Purchase Fee, as set forth in this Agreement, is the price you agree to pay if you wish to stop your TLC Agreement and/or again have legal ownership of a Hannah Pet that you have previously transferred to Hannah. The initial Pet Adoption/Purchase Fee for dogs (as in section L) is to reimburse Hannah for the initial services that your Pet received at sign-up (that you didn't have to pay for) plus the approximate 50% remainder of the "Cost to Treat" that you didn't pay in the Sick or Injured Fee (if there was one). The initial Pet Adoption/Purchase Fee for cats (as in section L) is to reimburse Hannah for the initial services that your Pet received at sign-up (that you didn't have to pay for) plus the approximate 50% remainder of the "Cost to Treat" that you didn't pay in the Sick or Injured Fee (if there was one) (see section N). The initial Pet Adoption/Purchase Fee for bunnies and guinea pigs is as set forth in Section L above. All dogs and cats should be spayed or neutered and must have a Hannah implanted microchip. The "Adjusted Pet Adoption/Purchase Fee" is equal to the Pet Adoption/Purchase Fee reduced by \$50 for each complete year that you have had your Pet on a Hannah Total Lifetime Care & Companionship Plan, down to \$100. Until you request ownership of the Pet and pay the Adjusted Pet Adoption/Purchase Fee, Hannah the Pet Society is the legal owner of the Pet. This retained ownership by Hannah is part of the unique ownership/care lease model that makes it possible for Hannah to significantly lower your lifetime costs for a Pet. Most Pet Parents don't ever pay the Pet Adoption/Purchase Fee (or the Adjusted Pet Adoption/Purchase Fee) because they never repurchase the Pet. Hannah's goal is a healthy Pet that lives a long, happy life as part of a loving family – for an affordable and predictable cost. In the event you no longer want the Hannah Pet or are unable to keep it for any reason, Hannah will do our best to help you find it a good home or a temporary foster home if the Pet is qualified for one, or, at your request, take possession of the Pet ourselves. Your monthly TLC Plan payments will stop immediately AFTER you complete the exit interview or we transfer ownership of the Pet to you. If you choose to have Hannah take possession of the Pet, the lease is thereby terminated and we will care for the Pet as we determine best in our professional judgment. If we can't find a home for the Pet, but think another party could, we may transfer ownership to that third party. If the Pet is not adoptable, as determined by the Hannah Medical Standards Board, it may have to be euthanized.
- P. Pet Nutrition Opt-in.** If you should so choose, at an appropriate interval, Hannah will deliver to you at the address set forth below, or at another agreed upon address within Hannah's delivery area, a supply of Pet food that Hannah determines is the correct quantity based upon the breed, age, lifestyle and health of the Hannah Pet. Hannah Pet Nutrition may only be fed to Hannah Pets. The amount and the price of your Hannah Pet food may be adjusted from time to time based on changes in the Hannah Pet's needs and the cost of the food and delivery. If the price change is

more than 10 percent (10%), we will contact you. You can quit the Pet Nutrition Program anytime with 30 days advance notice. You can also change the delivery amount (of food), postpone or delay delivery, or change the delivery location with 7 days advance notice to the Hannah Nutrition Team. Changing a delivery date or amount may require that you pick up the food at a Hannah location. You must elect in the TLC Addendum whether or not to receive your Hannah Pet's food delivered from Hannah or to be responsible for purchasing the food for your Hannah Pet (subject to your agreement to feed your Hannah Pet only a Pet food approved by Hannah and a quantity recommended by Hannah). If you elect the Hannah Nutrition Program and feed your Pet Hannah-provided food, the cost will be set forth in the TLC Addendum. If for any reason Hannah cannot procure a particular food formula, it will provide another that our doctors determine is sufficiently comparable (if no other food of an equal quality is available, you can opt out of the Hannah Nutrition Program at any time).

- Q. Optional "Just Add Love" Take Home Kit.** You may elect in the TLC Addendum to purchase the start-up Take Home Kit which includes the initial supplies that you will likely need to welcome the Hannah Pet into your home including kennels, leashes, water bowls, and other supplies. Once you have taken these or other supplies home, they are not returnable unless defective.
- R. Termination by Either Party.** You may terminate the TLC Addendum by choosing any one of the following options:
1. You may terminate this Agreement at any time for any reason by simply paying the Adjusted Pet Adoption/Purchase Fee and any outstanding charges. The Monthly TLC Fee ends that day and Hannah is no longer the owner or responsible for any care or expenses for the Pet – you purchase it "as is" just as Hannah did. The 50% unpaid balance of the Sick or Injured Care Fee and the TTT Fee (if any), and anything else you owe Hannah will be due and payable, and we will charge your credit or debit card or bank account accordingly unless you make other arrangements with us. We will also send you a "Bill of Sale" and a copy of the vaccination records for the Pet.
 2. You may terminate the TLC Addendum at any time for any reason by simply stopping your Monthly TLC Fee payments. When your payment is 30 days past due and you haven't made other arrangements with us, you agree that you have terminated your Agreement. At 30 days past due, we will then charge your credit or debit card or bank account on file or otherwise charge you for the agreed upon Adjusted Pet Adoption/Purchase Fee, the 50% unpaid balance of the Sick or Injured Care Fee and TTT Fee (if any), any unpaid care or support, or products delivered to you as of that date, and any other outstanding charges. We will also send you a "Bill of Sale" and a copy of the vaccination records for the Hannah Pet that you have, and you agree that you are then the Pet's owner and have purchased the Pet "as is" just as Hannah did and Hannah is no longer responsible for any care or expenses for the Pet.
 3. You may terminate the TLC Addendum at any time for any reason for any Pet you received from Hannah by simply bringing the Hannah Pet to any Hannah Health & Education Center and completing a surrender interview. We will charge your credit or debit card or bank account on file or otherwise charge you for any unpaid fees on a pro rata basis or provide you with a refund if applicable within 30 days. You will not owe a Pet Repurchase Fee as you are leaving the Pet with Hannah and terminating your lease. Your Monthly TLC Fee will stop after you complete the above interview that can help us find a new home for the Pet. The balance of anything else you owe Hannah will be due and payable, and we will charge your credit or debit card or bank account accordingly unless you make other arrangements with us. Hannah agrees that you will then no longer be responsible for any additional care or expenses for the Pet.

If you ever abandon your Pet as evidenced by leaving it anywhere without care or communications for over 24 hours, or are cruel to the Pet as determined by State officials, you forfeit your right to repurchase the Pet as covered in this Agreement in Section G and O, and Hannah will take possession of the Pet and care for it as we determine is best in our professional judgment.

If the TLC Addendum is terminated with respect to any "Hannah Pet", Hannah will have no further obligation to provide services under this Agreement with respect to that particular Pet, including conditions that already exist at that time, and that particular Pet is ineligible for re-enrollment unless approved in writing by a company Vice President or the President.

Like you, Hannah may also terminate this Agreement at any time for any reason. Obviously, Hannah does not terminate memberships or Pet Parents frequently or lightly, but on rare occasions it is necessary (for example, when people refuse or don't take proper care of their Hannah Pet – like letting them swallow things that need surgical removal over and over, do not follow Hannah's medical advice, or do not complete Hannah prescribed behavior/training classes). Only Hannah's President, the Chief Medical Officer, or their specifically assigned representative have the authority to unilaterally end a membership and TLC Agreement on behalf of Hannah. You may also unilaterally end a membership and TLC Agreement by taking the steps described above. If we are considering termination of this Agreement, we will notify you in writing and you will have 30 days to fix the problem. During that time you will not be charged the Monthly TLC Fee and only necessary emergency care will be provided. If at the end of 30 days you have not "fixed the problem" to our satisfaction, this Agreement will be terminated. At that point, if you do not exercise one of your described options above, you will return the Pet to Hannah immediately or you will be charged the Adjusted Pet Adoption/Purchase Fee and, thereby, purchase the Pet, and we will send you a "Bill of Sale" and a copy of the Pet's vaccination records. You agree that you are then the Pet's owner and have purchased the Pet "as is" with no right to any other services or information and Hannah will no longer be responsible for any care or expenses for the Pet, and you will no longer be eligible for any membership benefits. All amounts owed to Hannah, including the Adjusted Pet Adoption/Purchase Fee (if applicable) and the prorated Healthy Start Fee, the TTT Fee, and the Sick or Injured Care Fee (if any) will be charged to you. You may pay it as a lump sum or in 12 equal payments, without interest. If you fail to pay, see Section S.

To be a lease under the law, Hannah must retain an ownership interest in the Pet and can't allow you to terminate the lease at any time in order to avoid your obligation to pay. Accordingly, if you desire to terminate your lease, we will

require you to pay the fees specified above and will take all reasonable steps to collect the sums you owe us. Hannah's first priority is to work with you in order to resolve outstanding fee issues (rather than reclaim ownership of your Pet), and we encourage you to contact us to set up a payment plan or deferment program.

- S. **Late Payment Fees and Interest.** For any amount that is unpaid after the due date, Hannah will impose a monthly \$25 late payment/billing fee; no interest will be charged on the unpaid balance. Unpaid balances that are due and owing to Hannah may be referred to a collection agency, and upon such referral a \$50 collection fee will be imposed. Any late payment may result in a report to a credit reporting agency.
- T. **Lost Pets.** If your Hannah Pet is lost, you agree to contact our Health & Education Centers as soon as possible (whether during or after normal business hours) at our emergency hotline number (360-816-8000). Upon receiving notice of the lost Pet, the Hannah Team will provide you with assistance and advice on searching for your Hannah Pet, will provide you contact information to contact the area animal control and animal welfare societies, and will provide you with the microchip number for your Hannah Pet. Each Hannah Pet has a microchip that can be read by any animal welfare agency or veterinary practice with a microchip reader. The microchip can be looked up by the animal welfare agency or veterinary practice on the Hannah website to find information to facilitate retrieval of the Pet. In the event that the Pet is not found, the TLC Addendum will automatically terminate, and you agree that you will pay any outstanding charges, along with the Adjusted Pet Adoption/Purchase Fee. It is your responsibility to manage and protect the Hannah Pet. Hannah does not waive the Adjusted Pet Adoption/Purchase Fee for lost Pets. Hannah will of course help you find another matching Pet at no charge.
- U. **Death of a Hannah Pet.** Like people, most Pets die in a hospital. If the Hannah Pet dies at a Hannah Pet hospital or while under the care of a Hannah service provider, the TLC Addendum will automatically terminate. If the Hannah Pet does not die at a Hannah Pet hospital, you must notify us immediately of the Hannah Pet's death so that we can arrange for the proper cremation of the Pet's remains at no cost to you, and in compliance with local laws and ordinances. If you wish to receive the ashes or remains for private burial, we will help you do so, at your expense. Once we receive satisfactory proof of the Pet's death (the Pet's remains, or notification by a licensed veterinarian if the Pet should pass away outside the Hannah Service area, or another means of proof, such as pictures, affidavit, etc., as arranged with Hannah before burial of the remains), the Monthly TLC Fees will stop and all outstanding charges will be prorated and paid as per the Agreement and the Adjusted Pet Purchase/Adoption Fee will be waived. Though Hannah Pets don't have life insurance, Hannah will of course help you find another matching Pet at no charge and will waive all costs of exams and classes to help you.
- V. **Liability and Effect of Limited Information.** You and the Pet Family are responsible for managing all aspects of the Hannah Pet's interaction with other people and other Pets while the Hannah Pet is under your care. You realize that Hannah cannot predict the acts of Hannah Pets in every situation or place. If you believe that you cannot safely control your Hannah Pet and manage its interaction with other people and Pets, Hannah encourages you to consider additional behavioral support and all other options with your Hannah behavior trainer, including euthanasia. Hannah agrees not to hold you liable and to indemnify you for all liabilities, damages, claims (including third party claims), costs, and expenses (including reasonable attorneys' fees) arising out of the actions of the Hannah Pet when in Hannah's care. You agree to not hold Hannah liable for and to fully release and indemnify Hannah from all liabilities, damages, claims (including third party claims), costs, and expenses (including reasonable attorneys' fees) arising out of the actions of the Hannah Pet when in your custody. The information Hannah has about the Hannah Pet is limited to what Hannah has been told or found through examinations. Because this information may be inadequate, incorrect or imperfect, you agree not to hold Hannah responsible for errors made as a result of inadequate, incorrect, or undiscovered information, and Hannah will do everything that is reasonable to correct any problem once it is discovered, regardless of the cause.
- W. **Disclaimer of Warranties; Other Limitations.** Under this Agreement, you will have the opportunity to fully examine your Hannah Pet for any defects, medical or behavioral problems, or companionship issues before taking possession of the Hannah Pet and afterwards and may return the Hannah Pet at any time. **HANNAH DISCLAIMS ANY EXPRESS WARRANTIES AND ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, FOR THE HANNAH PET. HANNAH WARNS YOU THAT IT IS VERY STRESSFUL FOR YOUR NEW HANNAH PET TO GO THROUGH THE PROCESS OF BECOMING PART OF YOUR FAMILY; STRESS OFTEN TRIGGERS ILLNESSES SUCH AS KENNEL COUGH, DIARRHEA, OR OTHER MALADIES, SO CALL US OR COME IN – TREATMENT IS FULLY COVERED, BUT PLEASE EXPECT IT. HANNAH UNDERTAKES NO RESPONSIBILITY FOR THE FITNESS OF THE HANNAH PET FOR A PARTICULAR PURPOSE AND FOR THE QUALITY OF THE HANNAH PET, WHICH IS PROVIDED ON AN AS IS AND WITH ALL FAULTS BASIS.** (For example and as an illustration only, Hannah cannot assure that every Hannah Pet will be "just what the Pet Family is looking for.") You agree that if you are not satisfied with the Hannah Pet, your sole and exclusive remedy is to return the Hannah Pet to Hannah or to purchase it for the agreed Adjusted Pet Purchase Price. You agree that Hannah will then do as they see fit with the Pet. **IF YOU ARE DISSATISFIED WITH HANNAH OR ITS SERVICES FOR ANY REASON, YOU MAY TERMINATE THE TLC ADDENDUM IN ACCORDANCE WITH SECTION R, OR YOU MAY FOLLOW THE GRIEVANCE PROCEDURES SET FORTH IN SECTIONS X AND Y AS YOUR EXCLUSIVE REMEDIES. IN THE EVENT YOU OR HANNAH TERMINATE THE TLC ADDENDUM, HANNAH WILL NOT BE LIABLE UNDER ANY CIRCUMSTANCE FOR DAMAGES FOR THE ECONOMIC VALUE OF FUTURE BENEFITS OR SERVICES THAT WOULD HAVE BEEN PROVIDED BY HANNAH UNDER THIS AGREEMENT.**
- X. **Service Issues and Complaints.** Hannah is committed to providing excellent service to you and your Hannah Pet. We have established a Member Service Coordinator and central facility dedicated to handling any concerns, service issues, grievances, and claims of a Pet Parent arising under this Agreement or otherwise (a "Member Concern"). Any Member Concern that our Health & Education Center has not addressed to your satisfaction should be addressed directly to the Member Service Coordinator through the Hannah Member Concern support hotline at (360) 816-8747 or by email at member.concerns@hannahsociety.com. If the Pet Parent does not believe that the Member Concern has been

satisfactorily resolved by the Member Service Coordinator, then the Pet Parent may file a written complaint (the "Complaint") with the Member Grievance Committee by email at membergrievancecommittee@hannahsociety.com. The Complaint must fully describe the Member Concern and the outcome desired by the Pet Parent. The Member Grievance Committee, which is comprised of other Hannah Pet Parents, will contact the Pet Parent within 15 days of receipt of the Complaint to schedule an opportunity for the Pet Parent to be heard at a meeting of the Member Grievance Committee within 45 days after receipt of the Complaint. The Pet Parent or Hannah may file any written material with the Member Grievance Committee in advance of such meeting. Following such meeting, the Member Grievance Committee will issue written recommendations to Hannah and the Pet Parent regarding resolution of the Member Concern that is the subject of the Complaint. Within 10 days after receiving the written recommendations of the Member Grievance Committee, Hannah and the Pet Parent agree to meet in good faith to attempt to resolve the Member Concern that is the subject of the Complaint. If Hannah and the Pet Parent are unable to reach a mutually satisfactory resolution within five days after such meeting, then the Pet Parent may submit the matter to confidential and binding arbitration in accordance with Section Y of this Agreement. Hannah and the Pet Parent agree that the procedures described in this Section X and in Section Y are the exclusive procedures for addressing any Member Concern of the Pet Parent.

Y. **Arbitration.** After complying with the procedures described in Section X of this Agreement, the Pet Parent or Hannah may initiate confidential arbitration of the Member Concern by filing a written demand for arbitration (the "Arbitration Notice") with Hannah. The Pet Parent and Hannah shall select an arbitrator within ten (10) calendar days after the Arbitration Notice is given, and if the parties are unable to agree upon an arbitrator within such time period, either party may petition Arbitration Service of Portland, Inc. ("ASP") for the appointment of a single arbitrator according to the procedures for such appointment provided under ASP's rules applicable to commercial arbitrations. The arbitration shall commence as soon as reasonably practicable after the selection of the arbitrator. The arbitration shall be held in Portland, Oregon and shall be conducted in closed proceedings and in accordance with ASP's rules applicable to commercial arbitrations. The arbitrator shall not be required to observe or carry out formalities or usual procedures such as pleadings or the strict rules of evidence and has the power to determine what discovery is appropriate, and to award any remedy or relief that an Oregon court could order or grant, including, without limitation, specific performance of any obligation created under this Agreement or the issuance of an injunction, except that **THE ARBITRATOR SHALL NOT HAVE AUTHORITY TO AWARD PUNITIVE DAMAGES OR ANY OTHER AMOUNT FOR THE PURPOSE OF IMPOSING A PENALTY AS OPPOSED TO COMPENSATING FOR ACTUAL DAMAGE SUFFERED OR LOSS INCURRED. BECAUSE OF THIS ARBITRATION PROVISION, BOTH PARTIES ARE WAIVING THEIR RIGHTS TO A JURY TRIAL AND TO APPEAL.** The decision of the arbitrator shall be binding on the parties, will be enforceable by any court of competent jurisdiction, and may be appealed only as provided in the Oregon Uniform Arbitration Act. The parties agree to keep the arbitrator's decision in confidence. The agreement to arbitrate in this Section Y shall be specifically enforceable by the parties. Hannah and the Pet Parent shall each bear one-half of the fees and expenses of the arbitrator. Section X and this Section Y shall not apply to the collection by Hannah of amounts owed by the Pet Parent.

Z. **Miscellaneous. ANY TRANSFER OR ASSIGNMENT OF THIS AGREEMENT BY THE PET PARENT WITHOUT HANNAH'S PRIOR WRITTEN CONSENT, IN ITS SOLE DISCRETION, IS AN EVENT OF DEFAULT.** This prohibition on transfers or assignments by a Pet Parent is necessary because Hannah needs to be able to evaluate, among other things, the assignee's match with the Pet, time for the Pet, creditworthiness, responsibility, service requirements, and companionship with the Pet. This Agreement is binding on the Pet Parent's heirs and personal representative. This Agreement is governed by and construed in accordance with the laws of the State of Oregon, without regard to conflict of laws principles. This Agreement includes the Application and the TLC Addendum and together they constitute the entire and exclusive agreement between you and Hannah and supersede all prior understandings and agreements, whether written or oral, between you and Hannah. This agreement can be updated at any time by Hannah who must notify and provide you with an updated version of the new Agreement at least 30 days before any changes take effect. Membership services start after signing or phone authorization of this Agreement and will continue until terminated as provided herein.

AGREED:

Date: _____

<p>Authorized Hannah Team Member:</p>	<p>_____</p> <p style="text-align: center;">Signature</p> <p>_____</p> <p style="text-align: center;">Printed Name</p>
<p>New Hannah Member:</p>	<p>_____</p> <p style="text-align: center;">Signature</p> <p>_____</p> <p style="text-align: center;">Printed Name</p>