

Terms and Conditions - Ozom Smart Home

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These Terms and Conditions regulate the Ozom Smart Home application (hereinafter the “OZOM” or “OZOM App”), provided by Sodimac S.A., RUT N°96.792.430-K, represented by Mr. Eduardo Mizón Friedemann, ID N°9.586.083-4, both domiciled at Rosario Norte N°660, 14th floor, Las Condes, Santiago, Metropolitan Region (hereinafter, “Sodimac”). The Application allows you to control smart electronic products from different brands compatible with OZOM and configure operating rules for such products from anywhere through an internet connection.

To exercise your rights as a consumer, you may contact contactosodimac@sodimac.cl, or approach a sales manager, store manager, or sales executive in any Sodimac physical store. Please note that, in case of any dispute, you may always bring the matter before the competent court, in accordance with the provisions of Law N°19.496 on Consumer Protection.

These Terms and Conditions have been notarized, as expressed herein, in the Second Notary of Santiago of Francisco Javier Leiva Carvajal, located at Alcántara N°107, Las Condes, Metropolitan Region under Repertory N°86.144 of September 5, 2025. They are effective from the time of publication and replace any previous versions and may only be modified pursuant to another duly notarized document.

FIRST: WHAT IS OZOM

These Terms and Conditions apply to the OZOM services provided by Sodimac. This is an application that provides a monitoring and control service over certain aspects of the home, through the use of smart electronic devices.

The products that can be used with the OZOM App are Sodimac’s own-brand products containing the TUYA chip (hereinafter, the “OZOM Products”) and any third-party electronic devices containing the TUYA chip and compatible with OZOM (hereinafter, the “OZOM Compatible Products”).

The benefits and operation of OZOM are governed by these Terms and Conditions. Therefore, we invite you to read them carefully before accepting them.

It is important that you use the OZOM App correctly and in accordance with these Terms and

Conditions, in order to avoid failures attributable to you that could cause risks, damage, or losses of any kind.

SECOND: REGISTRATION IN THE OZOM APP

To use OZOM functionalities, you must register online in the OZOM App. The registration procedure entails the acceptance of these Terms and Conditions.

It is a necessary requirement for the use of this application, together with OZOM Products or OZOM Compatible Products, to accept these Terms and Conditions by clicking on the corresponding link or box, and registering as a user by defining an access password.

Once this is done, a verification code will be sent to your email address, which you must enter to complete the registration process.

a. Required data

Registration of each user will be verified by completing and submitting the form contained in the Application, which is automatically sent by clicking the “send” button. To register, you must provide the following data: email address and country, in line with privacy protection laws.

b. Usernames and contact details

Once you create an access profile for OZOM, you will be assigned a username, which will match the email address provided at the time of installing the OZOM App. You may subsequently modify your contact information.

c. Password

You are responsible for maintaining the confidentiality of your registered password and protecting access to your computer or mobile device. You may change your password by following the procedure established on the OZOM website. Each user account is unique and non-transferable. Your password is personal and you are responsible if you provide it to a third party.

d. Access and operating requirements of OZOM

To use OZOM services, you will need:

- i) OZOM Products or OZOM Compatible Products.
- ii) A functioning and enabled WIFI connection.

iii) A device (such as a tablet or smartphone) permanently connected to the internet, either through broadband or mobile data, to send and receive information from your home. For reliability and continuity, it is recommended that the device be connected to a stable, “always on” internet service.

iv) Permanent connection to the electrical grid.

v) Download the OZOM App from www.ozom.com, Play Store (for Android) or App Store (for iOS).

In case of a power outage, OZOM will not be able to send data to the Application, and the service may not operate normally, or may become temporarily inoperable. We recommend using OZOM with an independent power backup system to ensure continuity of service.

e. Updates

Once the system is registered and running, it may be necessary to update OZOM firmware. These updates will be completed automatically, without interfering with the service, to ensure continuity of operations. This may be performed by Sodimac and/or designated service providers. OZOM App makes reasonable efforts to maintain compatibility with a wide range of devices and operating systems. However, due to technical updates, OS changes, or improvements in functionality, some OZOM Products or OZOM Compatible Products may experience compatibility limitations in future versions. Users will be informed in advance through www.ozom.com or by email.

THIRD: OZOM APPLICATION

Sodimac, directly or through third parties, will manage and maintain the OZOM App. The scope of services provided is subject to regular changes, duly informed through www.ozom.com and via email.

OZOM services operate on your internet provider’s platform, consuming inherent traffic for each service or use, such as streaming cameras, messaging, etc.

We recommend keeping the OZOM App updated to the latest version available on www.ozom.com, Play Store, or App Store. If updates are not installed, services may not function correctly.

FOURTH: MONITORING AND NOTIFICATION SERVICE

The purpose of OZOM is to automate daily household functions and report them to you, in accordance with these Terms and Conditions. The OZOM service is not intended to respond to or serve as a communication medium for emergencies, nor is it linked to any emergency service number. OZOM products and the App are not designed to report emergencies of any kind, and Sodimac has no obligation beyond what is described here.

In case of any emergency, you are responsible for taking the necessary steps to ensure your safety, that of your family, and the protection of your home and belongings. We strongly recommend contacting emergency services directly.

FIFTH: USE OF OZOM PRODUCTS AND OZOM COMPATIBLE PRODUCTS

OZOM Products are offered by Sodimac and authorized providers. You may add or remove OZOM Products and OZOM Compatible Products that work with the OZOM Smart Home App. Compatible products must contain the TUYA chip, be certified, and be clearly marked “Compatible with OZOM” with the OZOM logo.

OZOM supports open standards such as WiFi and Zigbee. If you register a non-certified device, you understand it is your responsibility if operation is not optimal. In some cases, such devices may be disconnected to protect the system and user experience.

If an OZOM Product fails, unrelated to the App, you must contact Sodimac to exercise legal warranty. If a Compatible Product fails and was purchased elsewhere, you must contact the original provider.

SIXTH: INTELLECTUAL PROPERTY

All content in the OZOM App, including texts, graphics, logos, button icons, source code, images, data compilations, and overall “look and feel” are the property of Sodimac S.A. or its content providers, protected by applicable laws and international treaties on intellectual property. Trademarks, trade names, and service marks appearing in this App may not be used in any way that causes confusion or discredits Sodimac.

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methods, or algorithms, regardless of purpose, except where expressly permitted by law. Sodimac respects intellectual property rights of others. If you notice a potential infringement, contact contactosodimac@sodimac.cl.

SEVENTH: AUTHORIZATION FOR PERSONAL DATA PROCESSING AND PRIVACY POLICY

Sodimac values offering you a customer experience tailored to your needs while safeguarding your personal data. Your data will be processed to manage and execute contracts with Sodimac. This includes sending commercial, legal, and security information, offering related services, conducting satisfaction surveys, marketing campaigns, compliance actions, and invitations to events, promotions, and contests.

Processing will follow Sodimac's Privacy Policy, available at:
<https://sodimac.falabella.com/sodimac-cl/page/politicas-de-privacidad-sodimac>.

EIGHTH: AVAILABILITY, SECURITY, AND PRIVACY

The OZOM service may be temporarily suspended in case of DDoS attacks, system failures, maintenance, or other circumstances beyond Sodimac's control. No refunds will be given unless the interruption is attributable to Sodimac. Losses caused by third parties (internet providers, mobile operators, or utilities) are their responsibility.

OZOM notifications depend on your devices and providers, so Sodimac does not guarantee availability or security. For use abroad, check with your internet or mobile providers regarding additional charges. Sodimac implements appropriate security measures, but you accept that data transmitted via internet is not completely immune to malicious third-party attacks. You are responsible for protecting your hardware, software, data, and OZOM

Products from unauthorized access, viruses, spyware, and other malicious code, as well as keeping your PINs and passwords confidential.