

TERMS OF SERVICE

fixin — operated by AM Solutions, LLC

Effective Date: August 22, 2025 Last Updated: July 25, 2026

We are AM Solutions, LLC ("Company," "we," "us," "our"), registered in Washington, United States, at 6910 94th Ave SE, Mercer Island, WA 98040, United States. We operate the website www.amsolutions-sea.com (the "Site"), the fixin mobile application at www.ams-fixin.com (the "App"), and related products and services (collectively, the "Services").

fixin is an AI-powered diagnostic and repair-orchestration platform. It analyzes images to identify likely issues across home, automotive, and marine environments and delivers step-by-step guidance, suggested parts, or access to qualified professionals. Diagnostic results are automated suggestions and are not guaranteed.

You can contact us by phone at 253-297-6119, by email at help@fixin-support.com, or by mail at 6910 94th Ave SE, Mercer Island, WA 98040, United States.

These Terms constitute a legally binding agreement between you and AM Solutions, LLC. By accessing or using the Services, you confirm that you have read, understood, and agree to be bound by these Terms. IF YOU DO NOT AGREE, DO NOT USE THE SERVICES.

We may modify these Terms at any time. We will update the "Last Updated" date and, for material changes, take reasonable steps to notify you. Your continued use after changes take effect means you accept the revised Terms.

The Services are intended for users who are at least 18 years old. Persons under 18 may not use or register for the Services.

1. Our Services — Important Safety Notice

The information provided through the Services is not intended for use where it would be contrary to law. Those who access the Services from other locations do so on their own initiative and are responsible for compliance with local laws.

The Services are not designed to comply with industry-specific regulations such as HIPAA, FISMA, or GLBA. If your interactions would be subject to such laws, do not use the Services.

SAFETY DISCLAIMER: FIXIN PROVIDES AUTOMATED DIAGNOSTIC SUGGESTIONS BASED ON THE IMAGES AND INFORMATION YOU PROVIDE. A DIAGNOSIS IS NEVER CERTAIN, AND RECOMMENDED SOLUTIONS ARE NOT GUARANTEED TO RESOLVE YOUR ISSUE. REPAIRS CAN INVOLVE RISK OF PROPERTY DAMAGE, SERIOUS INJURY, OR DEATH — ESPECIALLY THOSE INVOLVING ELECTRICAL, GAS, STRUCTURAL, BRAKE, FUEL, OR MARINE SYSTEMS. FIXIN IS NOT A SUBSTITUTE FOR INSPECTION OR SERVICE BY A LICENSED PROFESSIONAL. YOU ASSUME ALL RISK FROM ANY REPAIR YOU CHOOSE TO ATTEMPT, AND YOU SHOULD RETAIN A QUALIFIED PROFESSIONAL WHENEVER SAFETY MAY BE AFFECTED.

2. Intellectual Property Rights

Our intellectual property

We own or license all intellectual-property rights in the Services, including source code, databases, software, designs, text, photographs, graphics (the "Content"), and our trademarks, service marks, and

logos (the "Marks"). The Content and Marks are protected by law and provided "AS IS" for your personal, non-commercial use or internal business purpose only.

Subject to these Terms, we grant you a non-exclusive, non-transferable, revocable license to access the Services and download or print portions of the Content to which you have properly gained access, solely for your personal, non-commercial use or internal business purpose. No other use is permitted without our prior written permission (email engineering@amsolutions-sea.com). We reserve all rights not expressly granted.

Your submissions and contributions

Submissions: If you send us feedback, suggestions, or ideas about the Services ("Submissions"), you agree we may use them for any lawful purpose without compensation or acknowledgment.

Contributions: If the Services allow you to submit content — including the photos, notes, and information you provide for diagnosis ("Contributions") — you retain ownership of your Contributions. You grant us a worldwide, non-exclusive, royalty-free license to host, store, process, analyze, and use your Contributions to provide, secure, and improve the Services and as described in our Privacy Policy. We may use de-identified or aggregated data to improve our models.

You are responsible for your Contributions and represent that you have the rights to submit them, that they do not infringe any third party's rights, and that they are not unlawful, harassing, obscene, or otherwise objectionable. We may remove or edit Contributions that we reasonably believe violate these Terms.

3. User Representations

By using the Services, you represent and warrant that: (1) your registration information is true and accurate and will be kept current; (2) you have legal capacity and agree to these Terms; (3) you are at least 18 years old; (4) you will not access the Services through automated or non-human means; (5) you will not use the Services for any illegal or unauthorized purpose; and (6) your use will not violate any applicable law. If any information you provide is untrue or incomplete, we may suspend or terminate your account.

4. User Registration

You may be required to register to use the Services. Keep your password confidential; you are responsible for all use of your account. We may remove or reclaim a username we determine is inappropriate or objectionable.

5. Purchases and Payment

Where you purchase through the Apple App Store or Google Play, payment is processed by the applicable app store under its terms, and refunds and cancellations are handled by that store. Where we bill you directly, we accept major payment methods (for example, Visa, Mastercard, American Express, and Discover) through our third-party payment processor.

You agree to provide current, complete, and accurate purchase and account information and to promptly update it. Applicable taxes may be added. All payments are in U.S. dollars. We may correct pricing errors even after an order is placed, and we may refuse or limit any order.

6. Subscriptions

Some Services are offered on a subscription basis.

Auto-renewal and cancellation

Subscriptions automatically renew for successive billing periods (for example, monthly) at the then-current price until cancelled. By subscribing, you authorize recurring charges to your payment method until you cancel.

- In-app subscriptions: manage or cancel through your Apple App Store or Google Play account settings. Cancellation takes effect at the end of the current period; the app stores control refunds.
- Direct subscriptions: cancel anytime through your account or by emailing help@fixin-support.com. Cancellation takes effect at the end of the current paid term.

Before you subscribe we will present the price, billing frequency, and renewal terms, and we will obtain your affirmative consent. We will send renewal or price-change notices where required by law, and you may cancel to avoid future charges.

7. Prohibited Activities

You may not use the Services for any purpose other than that for which we make them available. Among other things, you agree not to:

- Systematically retrieve data to build a collection or database without our written permission.
- Trick, defraud, or mislead us or other users, or attempt to obtain others' account information.
- Circumvent or interfere with security-related features of the Services.
- Use the Services to harass, abuse, or harm another person, or to harm us or the Services.
- Use the Services in any way that violates applicable law or regulation.
- Upload viruses or malicious code, or otherwise interfere with the operation of the Services.
- Use automated systems (bots, scrapers, data-mining tools) to access the Services, except standard search-engine indexing.
- Remove copyright or proprietary notices, or impersonate another user or person.
- Decompile, reverse engineer, or attempt to derive source code, except as permitted by applicable law.
- Use the Services to compete with us or for any unauthorized commercial purpose.
- Make unauthorized use of the Services, including collecting user information for unsolicited email.

8. Mobile Application License

If you access the Services via the App, we grant you a revocable, non-exclusive, non-transferable, limited license to install and use the App on devices you own or control, subject to these Terms and the App's End User License Agreement. You may not decompile or reverse engineer the App (except as permitted by law), create derivative works, use it for unlawful or unauthorized commercial purposes, or make it available to multiple users at once.

Apple and Google devices: your license is limited to use on a device running iOS or Android under the applicable store's usage rules. We are not obligated to provide maintenance or support, and each app store has no such obligation. If the App fails to conform to a warranty, you may notify the applicable store, which may refund the purchase price. You represent that you are not on a U.S. embargo or prohibited-party list, and you agree that Apple and Google are third-party beneficiaries of these App terms and may enforce them against you.

9. Third-Party Websites and Content

The Services may link to third-party websites and content that we do not control or monitor. We are not responsible for their accuracy, appropriateness, privacy practices, or policies. If you access third-party websites or content, you do so at your own risk, and their terms — not ours — govern. Any purchases through third parties are solely between you and that party.

10. Services Management

We reserve the right (but not the obligation) to monitor the Services for violations, take legal action against violators, refuse or restrict access to the Services, remove burdensome or unlawful content, and otherwise manage the Services to protect our rights and ensure proper functioning.

11. Privacy Policy

We care about data privacy and security. Please review our Privacy Policy at <https://www.amsolutions-sea.com/privacy>. By using the Services, you agree to the Privacy Policy, which is incorporated into these Terms. The Services are hosted in the United States; if you use them from elsewhere, you consent to the transfer and processing of your data in the United States, subject to the safeguards described in the Privacy Policy.

12. Copyright Infringement (DMCA)

We respect others' intellectual-property rights. If you believe material on the Services infringes your copyright, please send a notice to our designated agent with the elements required by the Digital Millennium Copyright Act (identification of the work, the material, your contact information, a good-faith statement, a statement of accuracy under penalty of perjury, and your signature). Misrepresentations may create liability.

Designated Copyright Agent:

Matthew McLellan (Founder), AM Solutions, LLC
6910 94th Ave SE, Mercer Island, WA 98040, United States
Email: matt@amsolutions-sea.com

13. Term and Termination

These Terms remain in effect while you use the Services. We may, in our sole discretion and without notice, deny access to the Services to anyone for any lawful reason, including breach of these Terms. We may terminate your account and remove content at any time. If we terminate your account, you may not re-register under another name. Termination does not limit our other legal remedies.

14. Modifications and Interruptions

We may change, modify, or remove Services content at any time without notice, and we may modify or discontinue the Services. We are not liable for any modification, price change, suspension, or discontinuance of the Services. We do not guarantee the Services will be available at all times and may experience interruptions; you agree we are not liable for losses caused by downtime, to the extent permitted by law.

15. Governing Law

These Terms and your use of the Services are governed by the laws of the State of Washington, without regard to conflict-of-law principles.

16. Dispute Resolution

Any legal action relating to the Services shall be brought exclusively in the state or federal courts located in King County, Washington, and the parties consent to jurisdiction and venue there. The U.N. Convention on Contracts for the International Sale of Goods and UCITA are excluded. To the extent permitted by law, any claim must be brought within one (1) year after the cause of action arises; this limitation does not apply where prohibited by law.

17. Corrections

The Services may contain typographical errors or inaccuracies. We may correct any errors and update information at any time without prior notice.

18. Disclaimers

THE SERVICES ARE PROVIDED ON AN "AS-IS" AND "AS-AVAILABLE" BASIS. YOUR USE IS AT YOUR SOLE RISK. TO THE FULLEST EXTENT PERMITTED BY LAW, WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. WE MAKE NO WARRANTY ABOUT THE ACCURACY OR COMPLETENESS OF DIAGNOSTIC RESULTS OR OTHER CONTENT, AND WE ARE NOT RESPONSIBLE FOR THIRD-PARTY PRODUCTS OR SERVICES. YOU SHOULD USE YOUR OWN JUDGMENT AND, WHERE SAFETY MAY BE AFFECTED, CONSULT A LICENSED PROFESSIONAL.

19. Limitations of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, WE AND OUR DIRECTORS, EMPLOYEES, AND AGENTS WILL NOT BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING LOST PROFITS OR DATA, ARISING FROM YOUR USE OF THE SERVICES. OUR TOTAL LIABILITY FOR ANY CLAIM WILL NOT EXCEED THE AMOUNT YOU PAID TO US IN THE SIX (6) MONTHS BEFORE THE CLAIM AROSE, OR USD \$100 IF YOU PAID NOTHING.

NOTHING IN THESE TERMS EXCLUDES OR LIMITS LIABILITY THAT CANNOT BE EXCLUDED OR LIMITED UNDER APPLICABLE LAW, INCLUDING LIABILITY FOR DEATH OR PERSONAL INJURY CAUSED BY NEGLIGENCE, FRAUD, OR GROSS NEGLIGENCE OR WILLFUL MISCONDUCT. SOME JURISDICTIONS DO NOT ALLOW CERTAIN LIMITATIONS, SO SOME OF THE ABOVE MAY NOT APPLY TO YOU, AND YOU MAY HAVE ADDITIONAL RIGHTS.

20. Indemnification

You agree to defend, indemnify, and hold us harmless (including our affiliates, officers, agents, and employees) from any loss, liability, claim, or demand, including reasonable attorneys' fees, arising from:

(1) your Contributions; (2) your use of the Services; (3) your breach of these Terms or your representations; (4) your violation of a third party's rights; or (5) any harmful act toward another user. We may assume the exclusive defense of any matter subject to indemnification, and you agree to cooperate.

21. User Data

We maintain certain data you transmit to manage the Services and perform routine backups. You are responsible for your own data. To the extent permitted by law, we are not liable for any loss or corruption of such data.

22. Electronic Communications, Transactions, and Signatures

You consent to receive communications from us electronically and agree that electronic agreements, notices, disclosures, and records satisfy any legal requirement that they be in writing. You consent to electronic signatures and records, to the extent permitted by law.

23. California Users and Residents

California residents may report complaints to the Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs at 1625 North Market Blvd., Suite N 112, Sacramento, CA 95834, or by phone at (800) 952-5210. California privacy rights are described in our Privacy Policy.

24. Miscellaneous

These Terms, together with our Privacy Policy and EULA, are the entire agreement between you and us. Our failure to enforce any right is not a waiver. If any provision is unenforceable, the remaining provisions remain in effect. We may assign our rights and obligations. We are not liable for any failure to perform caused by events beyond our reasonable control. No joint venture, partnership, or agency relationship is created by these Terms.

25. Contact Us

AM Solutions, LLC

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Phone: 206-295-8274

Email: engineering@amsolutions-sea.com