

END-USER TERMS OF SERVICE

Terms of Service

Effective Date: June 6th 2025

Company: ARMOUREYE, LLC dba Defenovate

Website: www.defenovate.com

1. Acceptance of Terms

By using IT helpdesk, network, or cybersecurity services delivered by Defenovate through Andromeda Technology Solutions, you agree to be bound by these Terms of Service.

2. Scope of Services

Defenovate delivers Level 1 Helpdesk and IT support services as described in the applicable Statement of Work (SOW) issued by Andromeda. Services may include user support, ticket resolution, and system triage.

3. Service Delivery

- All Level 1 support services are provided by U.S.-based personnel.
- Tier 2 and backend engineering support may involve offshore teams under strict confidentiality and security controls.
- No end-user data is transferred, processed, or stored outside the United States unless explicitly authorized.

4. User Responsibilities

You agree to:

- Use the services only for lawful purposes.
- Not share credentials or access with unauthorized users.
- Report any suspected issues or security events promptly.

5. Data and Confidentiality

- Defenovate does not collect data directly from end users.
- All data accessed during service delivery remains the property of the client and is handled with strict confidentiality.

6. Disclaimer of Warranties

Services are provided “as is.” Defenovate disclaims any warranties of merchantability or fitness for a particular purpose unless expressly stated.

7. Limitation of Liability

Defenovate’s liability is limited in accordance with the Master Services Agreement (MSA) between Andromeda and Defenovate. No liability is assumed toward end users directly.

8. Governing Law

These Terms are governed by the laws of the State of Ohio.