

Unitavra Department Subscription Agreement

Paper order and signatures | Version 2026-09-15-subscription-2

Complete both order pages and keep the entire attached agreement with the signatures. No trial activation or charge results from signing alone. Unitavra confirms the order separately.

Department and authorized signer

Legal organization name: _____

Workspace / department name: _____

Mailing address: _____

City / state / ZIP: _____

Signer full legal name: _____

Position / title: _____

Business email: _____ Phone: _____

Records contact name and email: _____

Billing contact email: _____

Purchase order / approval reference, if required: _____

Select one offer

☐ Department access / 30-day free trial. New online workspace creation starts the trial automatically after acceptance. For a paper order, Unitavra confirms the start and end separately. After the trial, the annual \$300 plan requires explicit subscription. No automatic trial charge.

☐ Annual subscription - USD \$300 per year, renewing yearly until canceled.

☐ Monthly subscription - USD \$35 per month, renewing monthly until canceled. Available for existing departments without a trial.

Any separate tax must be disclosed before payment. Prices apply to one workspace. A signed alternate order must identify any different approved commercial terms.

Order acceptance and confirmation

Attach all terms | Version 2026-09-15-subscription-2

Read before signing

I have read the entire attached agreement and selected offer and have authority and required approvals to bind the identified organization. I understand the standard service excludes patient information and is an operational recordkeeping aid. I agree to the selected offer and the attached agreement.

[] Paid recurring offer only: If I complete checkout or separately authorize an agreed payment arrangement, I authorize the selected monthly or annual recurring amount, plus any separately disclosed tax, until canceled before renewal. I understand ordinary cancellation stops renewal, preserves the paid period, and provides no prorated refund except as stated in the agreement. Signing this paper alone does not charge a card.

At least 90 days for records export follows the confirmed service end. This is not an automatic deletion deadline. Final disposal requires lawful department instructions and consideration of legal holds. Government approvals and mandatory public-entity rules remain applicable.

For the Department

Signature: _____

Printed name and title: _____

Date: _____ Time: _____ Time zone: _____

Unitavra order confirmation

Authorized representative: _____

Signature: _____ Date / time / zone: _____

Confirmed service start / trial dates, if any: _____

Payment / renewal arrangement and any signed addendum reference: _____

Notices and support: echeverriamemphis@gmail.com | unitavra.com/subscription-terms

Retain the completed order, all attached terms, and subsequent payment, cancellation, or closure confirmations together. A paper signature is not an online acceptance receipt or evidence of payment.

Unitavra Department Subscription Agreement

Effective September 15, 2026 | Version 2026-09-15-subscription-2

This agreement explains department access from workspace setup through trial use, paid subscriptions, cancellation, and the end of service. It is between Unitavra LLC, an Illinois limited liability company (Unitavra, we, or us), and the organization identified in the acceptance record or signed paper order (Department or you). Read the entire agreement and the selected offer before signing. Accepting terms alone does not purchase a subscription or authorize a charge.

1 Parties and authority

The person signing must provide their full legal name, position or title, the Department's legal organization name, and a current business email address. The signer represents that they have authority to bind that organization and have obtained any required purchasing, governing-board, appropriation, or other approvals. Having a Unitavra administrator account does not itself establish legal contracting authority. If approvals or negotiated terms are required, arrange them before accepting or purchasing.

The acceptance record identifies the workspace, organization, signer, verified account email, selected offer, agreement version, and server-recorded acceptance date and time. A separate order or amendment signed by both parties controls only the provisions it expressly replaces. A purchase order or unilateral additional terms do not change this agreement unless Unitavra expressly accepts them in writing.

2 What the service includes

Unitavra provides an online EMS department workspace for configured rig checks, equipment and medication inventory, expiration tracking, post-call usage and restocking, pass-along messages, provider credential records, reports, and access administration. A subscription covers one Department workspace and its authorized members within published product capacity limits. The visual ambulance layout is optional; list-based workflows remain available.

Unitavra is an operational recordkeeping aid. The Department chooses its inventory, checklists, quantities, inspection frequencies, credential requirements, and records rules, and verifies entries and reminders. The service does not certify ambulance readiness, verify professional licensure, provide clinical advice, dispatch resources, or replace inspections, maintenance, emergency procedures, or regulatory duties. Internet access is required for shared data; the Department maintains an operational fallback during outages.

3 Accounts and authorized use

Use individual verified accounts. Department owners and administrators must use the required multifactor authentication, grant only appropriate access, promptly remove departing personnel, and keep an authorized owner and records contact current. Each party protects the accounts and systems within its control. The Department is responsible for its authorized users' use and instructions.

Do not share accounts; enter false inspection records; submit malicious or unlawful material; infringe rights; bypass access controls; access another department without authority; overload the service; or resell access without written permission. Report suspected unauthorized access promptly through the support contact in section 16.

4 Permitted information and privacy

The standard service must not be used for patient records, protected health information, patient names, dispatch narratives, clinical documentation, or other patient-identifying details. A call number may be used as an operational reference without patient information. No business associate agreement or patient-record service is included unless separately agreed in writing.

The Department retains its rights in its submitted records and gives Unitavra the limited permission needed to host, process, transmit, secure, support, and return them in providing the service. Unitavra does not acquire ownership of department records through this agreement. The Department supplies lawful instructions, notices, and permissions for personnel and operational information. Unitavra's Privacy Notice explains account, contact, and service-data handling; it does not enlarge the operational-data permission in this agreement.

Unitavra uses service providers for hosting, authentication, transactional email, and payment processing, currently described at unitavra.com/subprocessors. Unitavra remains responsible for its contractual obligations when using providers. Card details are collected by the payment processor, not requested in checklists or support messages.

5 Workspace setup and free access

Creating a new Department workspace requires acceptance of this agreement and automatically starts its one-time 30-day free trial. Creating an individual login or joining an existing Department does not start a separate trial. Acceptance does not begin a paid subscription or authorize a charge. An expressly granted owner exemption remains governed by that exemption.

Existing Department workspaces keep their recorded access arrangements. When billing is disabled and no timed trial has been activated for an existing workspace, it may retain free access; this is not a promise of permanent free service. Unitavra will provide at least 30 days' notice before requiring payment for an existing untimed free workspace, unless an agreed trial deadline already applies. Existing users are not treated as having signed a new agreement merely because software was updated. Signing updated terms for an existing workspace does not start or restart a trial or manufacture an earlier signature or payment.

6 The 30 day free trial

The trial starts automatically when the new Department workspace is successfully created after its authorized signer accepts the disclosed trial offer and this agreement. All standard operational features are available during the trial. The server records the start and end, exactly 30 days apart, with the creation acceptance record. The current deadline and any expressly granted extension are shown in Subscription. Refreshing, signing in again, inviting providers, or signing updated terms does not restart the trial. No payment card is required and there is no automatic charge at the end.

The trial deadline applies even while payments are unavailable. After the deadline, operational access is restricted unless the Department has an owner exemption, receives an expressly recorded extension, or explicitly purchases the \$300 annual subscription when payment is available. The Department owner should contact Unitavra before the deadline if payment setup is still unavailable. Trial expiration does not itself erase records or authorize a future charge.

7 Prices and the selected order

The standard plans are USD \$35 per month or USD \$300 per year for one Department workspace. Departments continuing after a free trial use the USD \$300 annual plan. The selected plan, amount, currency, interval, and renewal disclosure are reproduced in the acceptance record and confirmed at checkout. An existing subscription sold at a different price keeps its agreed price unless lawfully changed under section 14; these current public prices do not retroactively reprice it.

The displayed checkout total is the amount due. Any tax collected separately must be shown before payment; no unshown tax or fee is authorized by merely accepting this agreement. Provide valid exemption information before purchase if applicable. Hosting accounts or services independently purchased by the Department are not included. No separate activation fee or minimum number of individual user subscriptions is imposed by these standard plans.

8 Payment and automatic renewal

A paid subscription starts only after the Department owner completes the payment processor's checkout and payment and subscription status are verified. Accepting an offer while Stripe is unavailable reserves no paid period, creates no invoice, and authorizes no charge. An abandoned or unsuccessful checkout is not proof of purchase. The payment receipt and Subscription page identify the actual paid term and renewal date.

By separately accepting recurring billing and completing checkout, you authorize the selected recurring charge, plus any separately disclosed tax, to the selected payment method at the start of each monthly or annual period until canceled. Monthly means each monthly billing period; annual means each yearly billing period, as shown by the processor. Cancel before the next renewal charge to avoid paying for the next period. There is no automatic conversion from the card-free trial.

Keep payment and billing-contact details current. The processor may retry a failed payment under its disclosed payment settings. A past-due, unpaid, or unverifiable subscription can restrict operational access. Updating a card alone does not prove that a failed invoice was paid; check the resulting subscription status. Billing updates, cancellation, and permitted exports remain available subject to identity and role verification.

9 Cancellation and refunds

The Department owner can stop renewal through Subscription > Manage billing when a paid account exists. If that control is unavailable, submit a cancellation request through the Subscription service-request controls or the contact in section 16 before the next renewal. A timely cancellation request does not become late solely because Unitavra processes it later. Keep the request confirmation for your records. Unitavra will confirm the effective end date and correct any renewal charge taken after a timely request.

Ordinary cancellation stops future renewal and allows access through the already-paid period. Stopping use, removing members, deleting a login, requesting record deletion, or a service-owner suspension does not by itself cancel payment processing. A request to end the entire workspace includes a request to stop future renewal, but records disposal is handled separately.

Paid fees are not prorated or refunded for ordinary cancellation or unused time, except as required by law. If Unitavra permanently ends paid service without Department fault, Unitavra refunds the unused prepaid portion based on the remaining days of the paid period. The same unused-period remedy applies if the Department ends service for Unitavra's material breach that remains uncured under section 11. Duplicate or incorrect charges will be corrected. Statutory rights and any expressly signed refund arrangement control where applicable.

10 Suspension and reactivation

Unitavra may restrict access for nonpayment, material misuse or breach, a credible security threat, or a legal requirement. Where practical and safe, Unitavra gives the reason, notice, and an opportunity to fix the issue. Urgent security or unlawful-use concerns can require immediate restriction. A suspension is not a finding that an ambulance or provider is unfit for service.

Suspending operational access does not automatically pause a trial, extend a paid term, cancel processor billing, or delete records. Unitavra and the Department must address any subscription cancellation separately. Reactivation restores the existing access rules after the cause is resolved; it does not silently create a new trial or paid term.

11 Ending the department service

The Department owner may request closure through Subscription or the contact in section 16, identify the Department, and choose the end of the paid period or an earlier requested date. Unitavra verifies authority and confirms the effective service end date, cancellation status, export arrangements, and outstanding records instructions. A request confirmation means the request was recorded; it does not mean billing has already been canceled or records have been deleted.

Either party may terminate for a material breach after written notice describing it and 10 business days to cure, unless cure is impossible or immediate action is required by law or to address a serious security or unlawful-use risk. Unitavra may discontinue service without Department fault on at least 30 days' notice and provide the unused prepaid refund described above. The Department may stop renewal at any time under section 9.

Ending a workspace does not dissolve the Department organization or delete a person's separate account or memberships in other departments. Outstanding lawful charges, records obligations, confidentiality, ownership, limits of liability, dispute provisions, and acceptance evidence survive to the extent needed for their purposes.

12 Export retention and final disposal

The Department controls its operational records and must identify applicable public-records, employment, litigation, and other retention requirements. No single retention period in this agreement overrides mandatory law. The safe in-product default is preservation; a shorter disposal instruction requires an authorized schedule, authority, and the absence of a legal hold. Archiving is not deletion.

For at least 90 days after the confirmed service end date, Unitavra will make available the standard structured export to a verified authorized Department owner or administrator, directly in the service or through a secure support process if access is unsafe or technically unavailable. The Department should export promptly and verify it can read its files. The standard export excludes account passwords, authentication credentials, account-security records, and photo binaries; request available department photo files separately. Custom migration work requires a separate written scope and price.

The 90-day export period is not an automatic deletion deadline. Before final disposal, Unitavra will obtain the Department's authorized records instructions, address notified legal holds and mandatory obligations, and give at least 30 days' notice identifying the proposed disposal and means to obtain remaining records. A deletion request does not itself establish legal authority. If retention or a hold prevents disposal, the parties will document the retention, access, and any separately agreed archival arrangements; no new storage charge is imposed without agreement.

Deletion from active systems does not imply immediate removal from existing protected backups. Backup copies age out under the applicable backup cycle and remain restricted from ordinary use; any recovery must

reapply completed disposal instructions. Unitavra retains limited agreement, billing, request, and security evidence as reasonably needed for legal, accounting, or dispute purposes, with restricted access. No exact statutory retention period or legal sufficiency is promised for every jurisdiction.

13 Security support and availability

Unitavra will use reasonable administrative and technical safeguards appropriate to the service, including authenticated access and department boundaries, and take reasonable steps to maintain and restore the service. The Department protects its devices and accounts, manages access, and retains its own necessary exports and fallback procedures. No system is guaranteed to be uninterrupted, error-free, or immune from attack.

Unitavra will notify the designated Department contact without undue delay after confirming a security incident affecting Department information and provide reasonably available information and cooperation. Required notices and timing remain subject to applicable law; routine unsuccessful attacks do not by themselves establish an incident affecting Department information.

Standard support is provided through the contacts in section 16 on a reasonable-efforts basis. No 24-hour support, guaranteed response time, guaranteed uptime percentage, clinical response, or service credit is included unless separately signed. Planned feature changes will preserve reasonable access to Department records; a material discontinuation is governed by section 11.

14 Changes to prices and terms

Unitavra will give at least 30 days' notice before a price increase or material change affecting a future paid term, and any longer or additional notice required by applicable law. Price changes do not alter an already-paid period. A new price or material agreement version must be clearly presented and affirmatively accepted before it is applied; if no agreement is reached, the parties may end future renewal rather than silently impose it.

A published update does not overwrite an earlier acceptance record. Each accepted version and selected offer is kept with its original text. Operational notices and applicable renewal reminders go to the current billing or owner contact; the Department must keep that contact current. Changes required urgently for security or law may take effect as necessary, with notice as soon as practical, without authorizing undisclosed charges.

15 Ownership warranties and liability

Unitavra retains its software, design, branding, and documentation rights, subject to third-party licenses. The Department receives a limited, nonexclusive right to use the service for its authorized operations during permitted access. Department records remain the Department's; suggestions may be used to improve the service without payment.

Except for express commitments in this agreement and nonwaivable rights, the service is provided as is and as available, without implied warranties of merchantability, fitness for a particular purpose, or noninfringement to the extent lawful. The Department independently makes clinical, equipment-readiness, staffing, and legal-compliance decisions.

To the extent lawful, neither party is liable under this agreement for indirect, consequential, special, or punitive damages or lost profits. Each party's aggregate liability arising from the service is limited to the greater of USD \$300 or the fees paid or payable by the Department for the 12 months before the event giving rise to the claim. These exclusions and cap do not limit fraud, willful misconduct, gross negligence, obligations that law prohibits limiting, amounts properly due for service, or an expressly promised refund. Mandatory public-entity protections remain intact. This standard agreement creates no duty for a public entity or other Department to indemnify Unitavra.

16 Notices and service requests

Use the Subscription service-request controls for cancellation, department closure, and records arrangements. If the website or sign-in is unavailable, email echeverriamemphis@gmail.com. The public contact form at unitavra.com/product#contact is an additional route. Unitavra will verify instructions through an established Department contact when needed. Do not send passwords, payment-card details, or patient information.

Notices to the Department are delivered to its designated owner, billing, or records contact through their verified email or a retained in-product notice, as appropriate. Legal notices must use any specific method required by applicable law or a separately signed order. Each party keeps its contact information current. A support request is not automatically a contract amendment.

17 Public entities and governing law

Illinois law governs except where mandatory law or a mutually signed order requires otherwise. The parties will first try in good faith to resolve a dispute through their designated contacts. This agreement imposes no mandatory arbitration, class-action waiver, or exclusive out-of-state venue. A court must have jurisdiction and venue under applicable law.

For governmental Departments, applicable procurement, appropriation, public-records, retention, sovereign-immunity, venue, and limits on contracting authority control where they cannot lawfully be waived. This agreement does not appropriate funds, bypass approval procedures, waive immunity, or require an unlawful indemnity. If the Department cannot agree to automatic renewal or needs a nonappropriation clause or purchase-order process, obtain a signed alternate order before using recurring checkout.

18 Electronic and paper acceptance

The signer chooses electronic contracting by typing their name and affirmatively accepting the disclosed acknowledgments while signed in to a verified account. The typed name is intended as their electronic signature for the identified organization. The verified login identifies the account; it is not independent verification of the signer's legal authority. The exact agreement, offer, acknowledgments, version, and acceptance timestamp can be downloaded and printed by authorized Department administrators and Unitavra's service owner.

An agreement receipt proves the recorded acceptance, not payment, notarization, or a guarantee of enforceability. Payment status and subsequent cancellation or closure requests are recorded separately. Later corrections or new agreements supplement the original record rather than changing its text.

A Department may instead request a paper agreement. Complete all order and signature fields, retain the full attached terms, and obtain Unitavra's written confirmation of the order and any approvals before access or billing is changed. A paper signature alone does not charge a card or establish an activated trial. Electronic notices require a working email address, a supported browser and internet connection, and the ability to download or print PDF or text records. Contact Unitavra for a paper copy or to discuss future paper notices; an existing accepted agreement is not undone by changing the delivery method.

This agreement and the identified order are the complete Department subscription agreement, except mutually signed amendments or addenda. If a provision is unenforceable, the remaining lawful provisions continue. Neither party transfers its obligations in a way that diminishes the other's rights without appropriate notice and any required consent; the Department must use the authorized process for workspace ownership changes. Failure to enforce a provision on one occasion is not a waiver.