



CONVERT SOIL DATA INTO INCREASED YIELD

GGBUD001

Manual



Contents

Contents	2
INTRODUCTION.....	3
SPECIFICATIONS	4
ANTENNA	5
REGULATORY	6
TERMS OF SERVICE.....	8

Introduction

The GGBUD001 is a LoRa based transceiver module for point-to-multipoint communication in the 900MHz ISM band (902 – 928MHz). The module is versatile and can be used in many wireless applications but is currently focused on deployment in the agricultural market.

Specifications

1. Supply range:
 - a. 3.3VDC nominal for Transmit, range 1.8-3.6VDC for any non-TX operation.
 - b. The Host PCA needs to supply the required 3.3VDC upon WAKE signal demand
2. Current Consumption:
 - a. TX (20dBm, CPU active):
 - i. CPU <9mA, SX1276 <120mA, Total <130mA @ 3.3VDC
 - b. RX (SX1276 is on and running from 32MHz)
 - i. 12mA RF and <9mA CPU, Total < 21mA @ 1.8-3.6V
 - c. Idle (CPU Awake, RF off)
 - i. < 9mA @ 1.8-3.6V
 - d. Sleep:
 - i. <5uA @ 1.8-3.6V
3. CPU
 - a. NXP MKL17Z256
4. Operating Temperature
 - a. -40C to +85C
5. RF:
 - a. LoRa Transceiver supporting 902-928MHz, 1MHz channel spacing.
 - b. Spreading factor 12
 - c. Coding Rate: 4-5
6. Size
 - a. PCA: 1.4x0.94" (3.6cmx2.39cm), 50 pin LGA module
7. Certification:
 - a. FCC Part 15.212 Single-modular transmitter
 - b. FCC grant is based on validation on the maximum configuration of the Stem and Base products.

Antenna

The following two antennas have been tested and approved:

Manufacturer: Yageo
P/N: ANT1204LL05R0915A
Antenna Gain: 3.32 dBi
Type: Chip Antenna

Manufacturer: Laird
P/N: 0600-00019
Antenna Gain: 2.0 dBi
Type: Dipole Antenna

Regulatory

Module Regulatory IDs

This device FCC certified with FCC ID: 2AO3P-GGBUD001

This device is ISED certified with IC: 23668-GGBUD001

Regulatory Module Integration Instructions

This module has been granted modular approval for mobile applications. OEM integrators for host products may use the module in their final products without additional FCC / ISED (Innovation, Science and Economic Development) certification if they meet the following conditions. Otherwise, additional FCC / IC approvals must be obtained.

- The host product with the module installed must be evaluated for simultaneous transmission requirements.
- The user manual for the host product must clearly indicate the operating requirements and conditions that must be observed to ensure compliance with current FCC / ISED RF exposure guidelines.
- To comply with FCC / ISED regulations limiting both maximum RF output power and human exposure to RF radiation, the maximum antenna gain including cable loss in a mobile-only exposure condition must not exceed 3.32dBi
- A label must be affixed to the outside of the host product with the following statements as is:

Contains FCC ID: 2AO3P-GGBUD001

Contains IC: 23668-GGBUD001

Regulatory Statements

1) FCC Interference Statement (Part 15.105 (b))

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures: Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

2) FCC Part 15 Clause 15.21 (Do not modify warning):

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

3) FCC Part 15.19(a) (Interference compliance statement):

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

4) ISED RSS-Gen Notice (in English and French):

"This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device."

"Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- 1) l'appareil ne doit pas produire de brouillage;
- 2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement."

5) FCC/ISED RF Exposure Guidance Statement (in English and French):

In order to comply with FCC/ISED RF Exposure requirements, this device must be installed to provide at least 20 cm separation from the human body at all times.

Afin de se conformer aux exigences d'exposition RF FCC / ISED, cet appareil doit être installé pour fournir au moins 20 cm de séparation du corps humain en tout temps.

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(a) Overview and Relation to Other Agreements. These Terms govern your use of the Services. Your purchase of any Product is governed by the limited warranty provided with that Product ("Limited Warranty") and may further be governed by the [Terms & Conditions of Sale](#). The software embedded in the Product (and any updates thereto) ("Product Software") is licensed and governed by the [End User Licensing Agreement](#). Certain features of the Services may be subject to additional guidelines, terms, or rules, which will be posted on the Services in connection with such features. All additional guidelines, terms, or rules, and the [Website Privacy Policy](#) ("Website Privacy Policy"), and the [Privacy Statement](#) ("Privacy Statement"), are incorporated by reference into these Terms and you are agreeing to accept and abide by them by using the Services.

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(c) Customer Service. If you have any questions or concerns regarding the Products, the Services, or these Terms, please contact GroGuru.

(d) Term and Termination. These Terms will remain in full force and effect so long as you continue to access or use the Services, or until terminated in accordance with the provisions of these Terms. At any time, GroGuru may (i) suspend or terminate your rights to access or use the Services, or (ii) terminate these Terms with respect to you if GroGuru in good faith believes that you have used the Services in violation of these Terms, including any incorporated guidelines, terms or rules. If you transfer a Product to a new owner, your right to use the Services with respect to that Product automatically terminates, and the new owner will have no right to use the Product or Services under your Account (as described below) and will need to register for a separate Account with GroGuru.

(e) Effect of Termination. Upon termination of these Terms, your Account and your right to use the Services will automatically terminate.

2. Accounts

To use the Services, you must register for a user account ("Account") and provide certain information about yourself as prompted by the applicable registration form. You represent and warrant that: (a) all required registration information you submit is truthful and accurate; (b) you will maintain the accuracy of such information; and (c) your use of the Services does not violate any U.S. or other applicable law or regulation (e.g., you are not located in an embargoed country or are not listed as a prohibited or restricted party under applicable export control laws and regulations). You are entirely responsible for maintaining the confidentiality of your Account login information and for all activities that occur under your Account. You agree to use "strong" passwords (passwords that use a combination of upper and lower case letters, numbers and symbols) with your Account, and to maintain your password securely to prevent others from gaining access without your permission. You agree to immediately notify GroGuru of any unauthorized use, or suspected unauthorized use, of your Account or any other breach of security. GroGuru is not liable for any loss or damage arising from your failure to comply with the above requirements.

3. Access to Services

(a) Access and Use. Subject to these Terms, GroGuru grants you a non-transferable, non-exclusive, right (without the right to sublicense) to access and use the Services by (i) using the Web Apps in connection with, and solely for the purpose of, controlling and monitoring the Products installed on your property or otherwise accessing a service explicitly provided by GroGuru for your use (the "Permitted Purpose"), and (ii) installing and using the Mobile Apps solely on your own handheld mobile device (e.g., iPhone, iPad, or Android smartphone) and solely for the Permitted Purpose.

(b) Automatic Software Updates. GroGuru may from time to time develop patches, bug fixes, updates, upgrades and other modifications to improve the performance of the Services and/or the Product Software ("Updates"). These may be automatically installed without providing any additional notice or receiving any additional consent. You consent to this automatic update. If you do not want such Updates, your remedy is to terminate your Account and stop using the Services and the Product. If you do not terminate a previously created Account, you will receive Updates automatically. You acknowledge that you may be required to install Updates to use the Services and the Product and you agree to promptly install any Updates GroGuru provides. Your continued use of the Services and the Product is your agreement – (i) to these Terms with respect to the Services, and (ii) to the [End User License Agreement](#) with respect to updated Product Software.

(c) Interface to Third Party Products and Services. Over time, GroGuru may provide the opportunity for you to interface the Products and Services to one or more third party products and services, through and using the Services, for example through the Works with GroGuru platform ("Third Party Products and Services"). You decide whether and with which Third Party Products and Services you want to interface. Your explicit consent and authorization is required for this interface, and is revocable by you at any time. Once your consent is given for a particular Third Party Product and Service, you agree that GroGuru may exchange information and control data regarding you and your products, including your personal information, in order to enable the interface you have authorized. Once this information is shared with the Third Party Product or Service, its use will be governed by the third party's privacy policy and not by GroGuru's privacy documentation. You acknowledge and agree that GroGuru makes no representation or warranty about the safety of any Third Party Products or Services.

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7. Indemnity

You agree to defend, indemnify and hold GroGuru and its licensors and suppliers harmless from any damages, liabilities, claims or demands (including costs and attorneys' fees) made by any third party due to or arising out of (i) your use of the Products or Services, (ii) your violation of these Terms, (iii) any User Submissions or Feedback you provide; or (iv) your violation of any law or the rights of any third party. GroGuru reserves the right, at your expense, to assume the exclusive defense and control of any matter for which you are required to indemnify GroGuru and you agree to cooperate with our defense of such claims. You agree not to settle any such claim without GroGuru's prior written consent. GroGuru will use reasonable efforts to notify you of any such claim, action or proceeding upon becoming aware of it.

8. Warranty Disclaimers

(a) THE WARRANTY FOR THE PRODUCT AND PRODUCT SOFTWARE ARE SET FORTH IN THE LIMITED WARRANTY AND THE EULA, RESPECTIVELY.

(b) THE SERVICES (I.E., THE SITES, WEB APPS AND MOBILE APPS) ARE PROVIDED FOR YOUR CONVENIENCE, "AS IS" AND "AS AVAILABLE" AND GroGuru AND OUR LICENSORS AND SUPPLIERS EXPRESSLY DISCLAIM ANY WARRANTIES AND CONDITIONS OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, AND NON-INFRINGEMENT.

(c) GroGuru AND OUR LICENSORS AND SUPPLIERS MAKE NO WARRANTY THAT DEFECTS WILL BE CORRECTED OR THAT THE SERVICES: (I) WILL MEET YOUR REQUIREMENTS; (II) WILL BE COMPATIBLE WITH YOUR HOME NETWORK, COMPUTER OR MOBILE DEVICE; (III) WILL BE AVAILABLE ON AN UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE BASIS; OR (IV) WILL BE ACCURATE OR RELIABLE. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM GroGuru OR THOUGH THE SERVICES SHALL CREATE ANY WARRANTY.

(d) GroGuru DOES NOT WARRANT, ENDORSE, GUARANTEE, OR ASSUME RESPONSIBILITY FOR ANY PRODUCT OR SERVICE ADVERTISED OR OFFERED BY A THIRD PARTY THROUGH OR IN CONNECTION WITH THE PRODUCTS OR SERVICES (INCLUDING, BUT NOT LIMITED TO, THIRD PARTY PRODUCTS AND SERVICES CONNECTED THROUGH THE WORKS WITH GroGuru PLATFORM) OR ANY HYPERLINKED WEBSITE OR SERVICE, AND GroGuru WILL NOT BE A PARTY TO OR IN ANY WAY MONITOR ANY TRANSACTION BETWEEN YOU AND THIRD-PARTY PROVIDERS OF SUCH PRODUCTS OR SERVICES.

(e) WHEN YOU INSTALL, SETUP OR USE PRODUCTS AND SERVICES LIKE THOSE PROVIDED BY GroGuru YOU ARE GIVEN THE OPPORTUNITY TO ALTER DEFAULTS OR CHOOSE PARTICULAR SETTINGS. THE CHOICES YOU MAKE CAN CAUSE DAMAGE OR LEAD TO NON-RECOMMENDED OPERATION OF YOUR CONNECTED EQUIPMENT OR SYSTEMS. YOU ASSUME ALL LIABILITY FOR SUCH DAMAGE WHEN YOU CHOOSE PARTICULAR SETTINGS OR SET OR ADJUST DEFAULTS.

(f) GroGuru MAKES NO REPRESENTATIONS CONCERNING ANY CONTENT CONTAINED IN OR ACCESSED THROUGH THE SERVICES, AND GroGuru WILL NOT BE RESPONSIBLE OR LIABLE FOR THE ACCURACY, COPYRIGHT COMPLIANCE, LEGALITY OR DECENCY OF MATERIAL CONTAINED IN OR ACCESSED THROUGH THE SERVICES. GroGuru MAKES NO REPRESENTATIONS OR WARRANTIES REGARDING SUGGESTIONS OR RECOMMENDATIONS OF SERVICES OR PRODUCTS OFFERED OR PURCHASED THROUGH THE SERVICES.

9. Limitation of Liability

Nothing in these Terms and in particular within this "Limitation of Liability" clause shall attempt to exclude liability that cannot be excluded under applicable law.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN ADDITION TO THE ABOVE WARRANTY DISCLAIMERS, IN NO EVENT WILL (A) GroGuru BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY, SPECIAL, OR INCIDENTAL DAMAGES, INCLUDING ANY DAMAGES FOR LOST DATA OR LOST PROFITS, ARISING FROM OR RELATING TO THE SERVICES OR THE PRODUCTS, EVEN IF GroGuru KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES, AND (B) GroGuru'S TOTAL CUMULATIVE LIABILITY ARISING FROM OR RELATED TO THE SERVICES AND THE PRODUCTS, WHETHER IN CONTRACT OR TORT OR OTHERWISE, EXCEED THE FEES ACTUALLY PAID BY YOU TO GroGuru OR GroGuru'S AUTHORIZED RESELLER FOR THE SERVICES OR THE PRODUCT AT ISSUE IN THE PRIOR 12 MONTHS (IF ANY). THIS LIMITATION IS CUMULATIVE AND WILL NOT BE INCREASED BY THE EXISTENCE OF MORE THAN ONE INCIDENT OR CLAIM. GroGuru DISCLAIMS ALL LIABILITY OF ANY KIND OF GroGuru'S LICENSORS AND SUPPLIERS. UNDER NO CIRCUMSTANCES WILL GroGuru BE LIABLE IN ANY WAY FOR ANY CONTENT, INCLUDING, BUT NOT LIMITED TO, ANY ERRORS OR OMISSIONS IN ANY CONTENT, OR ANY LOSS OR DAMAGE OF ANY KIND INCURRED IN CONNECTION WITH USE OF OR EXPOSURE TO ANY CONTENT POSTED, EMAILED, ACCESSED, TRANSMITTED, OR OTHERWISE MADE AVAILABLE VIA THE SERVICES.

10. Fees and Payment

Certain aspects of the Services may be provided for a fee. You shall pay all applicable fees, as described on one or both of the Sites, in connection with such Services selected by you. GroGuru reserves the right to change its price list and to institute new charges at any time, upon notice to you, which may be sent by email or posted on one or both of the Sites. Your use of the Services following such notification constitutes your acceptance of any new or increased charges. Any fees paid hereunder for Services are non-refundable. If you have purchased your Product from us, please refer to your Product documentation for returns and warranty information, or contact [support](#).

11. Disputes and Arbitration

(a) Contact GroGuru First. If a dispute arises between you and GroGuru, our goal is to learn about and address your concerns. You agree that you will notify GroGuru about any dispute you have with GroGuru regarding these Terms or our Products or Services by [contacting](#) GroGuru.

(b) Binding Arbitration. You and GroGuru agree, subject to clause 11(c) (Protection of Confidentiality and Intellectual Property Rights), to submit any claim, dispute, action, cause of action, issue, or request for relief arising out of or relating to these Terms or your use of the Services to binding arbitration rather than by filing any lawsuit in any forum other than set

forth in this section. Further you agree arbitration is final and binding and subject to only very limited review by a court. You also waive your right to any form of appeal, review or recourse to any court or other judicial authority, insofar as such waiver may be validly made. This provision is intended to be interpreted broadly to encompass all disputes or claims arising out of or relating to your use of the Service. Subject to clause 11(c) (Protection of Confidentiality and Intellectual Property Rights), any dispute or claim made by you against us or us against you arising out of or relating to these Terms or your use of the Services (whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory) will be resolved by binding arbitration except that you may take claims to small claims court if they qualify for hearing by such a court.

(c) Arbitration Procedures. You must first present any claim or dispute to us by [contacting](#) GroGuru to allow us an opportunity to resolve the dispute. You may request arbitration if your claim or dispute cannot be resolved within 60 days after presenting the claim or dispute to GroGuru. GroGuru may request arbitration against you at any time after it has notified you of a claim or dispute in accordance with clause 11(f) (Notifications). The arbitration of any dispute or claim shall be conducted in accordance with the then current and applicable rules of the American Arbitration Association as modified by this agreement. The place of any arbitration will be San Francisco, California, USA, and will be conducted in the English language. Claims will be heard by a single arbitrator. The arbitrator may not award relief in excess of or contrary to what this agreement provides, order consolidation or arbitration on a class wide or representative basis, award punitive or consequential damages or any other damages aside from the prevailing party's actual damages, or order injunctive or declaratory relief, except that the arbitrator may award on an individual basis damages required by statute and may order injunctive or declaratory relief pursuant to an applicable consumer protection statute. Any arbitration shall be confidential, and neither you, nor GroGuru nor the arbitrator may disclose the existence, content or results of any arbitration, except as may be required by law or for purposes of enforcement or appeal of the arbitration award. Judgment on any arbitration award may be entered in any court having proper jurisdiction. If any portion of this arbitration clause is determined by a court to be inapplicable or invalid, then the remainder shall still be given full force and effect.

(d) No Class Actions. There shall be no right or authority for any claims subject to this arbitration clause to be arbitrated on a class action or consolidated basis or on bases involving claims brought in a purported representative capacity on behalf of the general public (including, but not limited to, as a private attorney general).

(e) Fees and Expenses. All administrative fees and expenses of arbitration will be divided equally between you and GroGuru. Each party will bear the expense of its own counsel, experts, witnesses and preparation and presentation of evidence at the arbitration hearing.

(f) **YOU MUST CONTACT GroGuru WITHIN ONE (1) YEAR OF THE DATE OF THE OCCURRENCE OF THE EVENT OR FACTS GIVING RISE TO A DISPUTE, OR YOU WAIVE THE RIGHT TO PURSUE ANY CLAIM BASED UPON SUCH EVENT, FACTS, OR DISPUTE.**

This arbitration clause shall survive termination of these Terms.

12. Digital Millennium Copyright Act

(a) If you are a copyright owner or an agent thereof and believe that any Content infringes upon your copyrights, you may submit a notification pursuant to the Digital Millennium Copyright Act ("DMCA") by providing our Copyright Agent with the following information in writing (see 17 U.S.C 512(c)(3) for further detail): (i) A physical or electronic signature of a person authorized to act on behalf of the owner of an exclusive right that is allegedly infringed; (ii) Identification of the copyrighted work claimed to have been infringed, or, if multiple copyrighted works at a single online site are covered by a single notification, a representative list of such works at that site; (iii) Identification of the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed or access to which is to be disabled and information reasonably sufficient to permit the service provider to locate the material; (iv) Information reasonably sufficient to permit the service provider to contact you, such as an address, telephone number, and, if available, an electronic mail; (v) A statement that you have a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law; and (vi) A statement that the information in the notification is accurate, and under penalty of perjury, that you are authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

(b) GroGuru's designated address to receive notifications of claimed infringement is 13377 Cooper Greens Way, San Diego, CA 92129, copyright@GroGuru.com. For clarity, only DMCA notices should go to the Copyright Agent; any other feedback, comments, requests for technical support, and other communications should be directed to GroGuru customer service through <https://GroGuru.com/support>. You acknowledge that if you fail to comply with all of the requirements of this Section 12(b), your DMCA notice may not be valid.

(c) Counter-Notice. If you believe that your Content that was removed (or to which access was disabled) is not infringing, or that you have the authorization from the copyright owner, the copyright owner's agent, or pursuant to the law, to post and use the material in your Content, you may send a counter-notice containing the following information to the Copyright Agent: (i) Your physical or electronic signature; (ii) Identification of the Content that has been removed or to which access has been disabled and the location at which the Content appeared before it was removed or disabled; (iii) A statement that you have a good faith belief that the Content was removed or disabled as a result of mistake or a misidentification of the Content; and (iv) Your name, address, telephone number, and e-mail address, a statement that you consent to the jurisdiction of the federal court in San Francisco, California, and a statement that you will accept service of process from the person who provided notification of the alleged infringement.

(d) If a counter-notice is received by the Copyright Agent, GroGuru may send a copy of the counter-notice to the original complaining party informing that person that it may replace the removed Content or cease disabling it in 10 business days. Unless the copyright owner files an action seeking a court order against the Content provider, member or user, the removed Content may be replaced, or access to it restored, in 10 to 14 business days or more after receipt of the counter-notice, at GroGuru's sole discretion.

13. General

(a) Changes to these Terms. GroGuru reserves the right to make changes to these Terms. We'll post notice of modifications to these Terms on this page. You should ensure that you have read and agree with our most recent Terms when you use the Services. Continued use of the Services following notice of such changes shall indicate your acknowledgment of such changes and agreement to be bound by the revised Terms.

(b) Governing Law. The courts in some countries will not apply California law to some types of disputes. If you reside in one of those countries, then where California law is excluded from applying, your country's laws will apply to such disputes related to these terms. Otherwise, you agree that these Terms, and any claim, dispute, action, cause of action, issue, or request for relief arising out of or relating to these Terms or your use of the Products and Services shall be governed by the laws of the State of California without giving effect to any conflict of laws principles that may provide the application of the law of another jurisdiction. You agree to submit to the personal jurisdiction of the state and federal courts in or for Santa Clara County, California for the purpose of litigating all such claims or disputes, unless such claim or dispute is required to be arbitrated as set forth in an above section.

(c) Protection of Confidentiality and Intellectual Property Rights. Notwithstanding the foregoing, GroGuru may seek injunctive or other equitable relief to protect its confidential information and intellectual property rights or to prevent loss of data or damage to its servers in any court of competent jurisdiction.

(d) Entire Agreement/Severability. These Terms constitute the entire agreement between you and GroGuru regarding the use of the Services. Any failure by GroGuru to exercise or enforce any right or provision of these Terms shall not operate as a waiver of such right or provision. The section titles in these Terms are for convenience only and have no legal or contractual effect. If any provision of these Terms is, for any reason, held to be invalid or unenforceable, the other provisions of these Terms will be unimpaired and the invalid or unenforceable provision will be deemed modified so that it is valid and enforceable to the maximum extent permitted by law. Neither party is an agent or partner of the other party.

(e) Assignment. These Terms, and any associated rights or obligations, may not be assigned or otherwise transferred by you without GroGuru's prior written consent. These Terms may be assigned by GroGuru without restriction. These Terms are binding upon any permitted assignee.

(f) Notifications. GroGuru may provide notifications to you as required by law or for marketing or other purposes via (at its option) email to the primary email associated with your Account, hard copy, or posting of such notice on www.GroGuru.com. GroGuru is not responsible for any automatic filtering you or your network provider may apply to email notifications. GroGuru recommends that you add @GroGuru.com email addresses to your email address book to help ensure you receive email notifications from GroGuru.

(g) Disclosures. Please see [here](#) for GroGuru's address. If you are a California resident, you may report complaints to the Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs by contacting them in writing at 400 R Street, Sacramento, CA 95814, or by telephone at [\(800\) 952-5210](tel:8009525210).

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