



# Excalibur TECHNOLOGY

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## Acknowledgement of Excalibur Technology Risk Free Trial

This document signifies my understanding of the products and services that are covered under the Excalibur Technology Risk Free Trial and also reduces any liability that Excalibur Technology has while servicing my company to the refunds as described below. I understand that the Risk Free Trial applies only to the first time I try any of the services below. Any service provided by Excalibur Technology that is not listed below is not covered under the Risk Free Trial. I understand that refunds may take up to 2 weeks for processing.

### Covered Services:

#### Computer System Purchases

- Computer system and all accessories must be returned in new condition.
- All original packaging must be returned in new condition.
- Computer must be returned to our office within 7 days of delivery. Only one computer system may be returned.
- Software delivered with computer must not be activated or registered.

#### On-Site Network Support & Service Agreement Support

- Up to 2 hours of on-site service may be refunded.
- Claim must be made with 24-hours of service visit.

#### Website Design

- Up to 2 hours of website design service may be refunded.
- Claim must be made with 24-hours of posting of design work for client review.

#### Website Hosting

- One month of website hosting may be refunded.
- Claim must be made within first 30 days of service.

#### Data Center Services

- One month of service may be refunded.
- Includes colocation, private servers and cabinet rentals.
- Claim must be made prior to the disputed month ending.

#### NetSafe Internet Backup Solution

- One month of service may be refunded.
- Claim must be made within first 30 days of service.

#### SPAM Filtering Service

- One month of service may be refunded.
- Claim must be made within first 30 days of service.

#### 100% Uptime Guarantee Program

- One month of service may be refunded.
- Claim must be made within first 30 days of service.

I understand that if I wish to take advantage of the Risk Free Trial, I must notify Excalibur Technology in writing using my company letterhead and fax the notice to 847-842-0190 per the terms stated above.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Client Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

\* This form must be returned and received by Excalibur Technology PRIOR to ordering any services or products.

network support • pc repairs • web design • Internet services • spam filtering • hosting • sales • programming