

# The Valorem Money Back Guarantee

## Our promise to you

At Valorem, we are confident that our solutions will perform as promised and deliver a benefit to your business. And we back our promise with an **unconditional, money back guarantee** on each of our solutions for all new customers. This guarantee covers the monthly service charges on our solutions – we will refund these to you if you cancel the service within the first 60 days. **For any reason!** The Guarantee covers all new customers and existing customers using a new service for the first time.

## Sign-up get started

Sign-up and get started under the normal terms and conditions of the Supply Agreement for any solution. The money back guarantee takes the risk out of it for you – and allows you to deploy the solution with confidence. Pay your invoices / fees as agreed and keep your account up to date within our agreed payment terms and you can access the guarantee at any time within the first 60 days of using the service.

## Our Guarantee to you

If at any time during the first 60 days of using one of our solutions you wish to stop, for any reason, you only need to:

- Notify us in writing by email, post or fax of your desire to stop using the service (within the first 60 days).
- Return any hardware or equipment supplied as part of the service (asap).

Once we receive your notice, we will suspend your service. If we supplied hardware with your service (such as Praxeo Tokens or Terminals) when we receive your hardware back, we will refund to you the monthly service fees you have paid for the solution, and cancel your Supply Agreement with no further obligation on your part. Refunds will be processed within 14 days of return of hardware (or of your notice, if there was no hardware to return).

## Exclusions

The following exclusions and limits apply to the offer:

- Professional services are excluded – including form development, configuration, training etc. We will refund standard bundle set-up fees such as those in Kevah, Praxeo and Praxeo RTS.
- Products which we resell – including hardware items such as smartphones, and services such as Zoho (as these companies do not offer us any refund!)
- Fees for third party services incurred on your behalf as you use our services – including SMS charges with the Praxeo Remote Token Service; internet service provider charges; postage, shipping or handling if charged separately on your account.
- The Guarantee is limited to 3 users for Kevah, 1 site for Praxeo, and 5 Tokens for Praxeo RTS.

We reserve the right to deduct amounts from your refund for hardware not returned, damaged or not in original condition. The guarantee does not apply to additional solutions or services supplied to existing customers after the initial 60 day period. After the 60 day period, the standard terms and conditions of the Supply Agreement apply.

**Your Valorem Account Manager:**

**Jon Tinberg**

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**Contact Jon to learn more about how Valorem's Solutions can benefit your business.**



**VALOREM**  
BUILDING LINKS WITH PEOPLE

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