



CORNERSTONE COVENANT

Solid Systems for Solid Security

M AINTENANCE COMMITMENT (Extended Service Plan)

During the term of our agreement, including any automatic renewals thereto, CornerStone will pay for any repairs (which the manufacturers' warranty would have covered during the term of the manufacturers' warranty), including onsite service. Further, CornerStone will, when equipment is available, furnish loaner equipment while your equipment is being repaired. If service is required because of negligence, improper use or lack of proper maintenance, acts of God, power or telephone related causes, you, the customer, would be responsible to pay for such service. Warranty Service to be provided during normal business hours. *(This paragraph applies to contracts that include the Extended Service Plan (E.S.P.) and the contract must clearly state that maintenance is included in the monthly fee. Actual document will be included with agreement and signed by both CornerStone and Client.)*

O UR SERVICE COMMITMENT

CornerStone guarantees the arrival of a service technician, on-site, within one (1) business day from the time of your emergency service request within our primary market service area. CornerStone will pay you \$50.00 if we do not respond within this time frame.

R ATE GUARANTEE

At no time during the course of the initial term of the agreement (or any automatic renewal of the original agreement), will CornerStone Security, Inc. implement any rate increase, except in conjunction with an increased level of service or for additional costs or fees imposed by state, county or local agencies (which are beyond the control of CornerStone Security). Should it become necessary to pass such costs on to you, we will notify you in writing. If you are unwilling to pay the additional charges, you may terminate the agreement with 30 days written notice. If, after the initial term, or any automatic renewal, it becomes necessary for CornerStone Security, Inc. to implement a higher rate, it will be implemented by way of a new written agreement. If you are unwilling to pay the increased rate, then you may cancel with 30 days written notice.

E xtended Satisfaction Guarantee

If, at any time during the course of our relationship, you determine that you want or need to cancel our agreement, for any reason whatsoever, you may do so with 30 days written notice. We would appreciate an opportunity to do whatever it may require to maintain our relationship, however, that will be strictly up to you. This does not apply to any past-due amounts due to CornerStone prior to the notice of cancellation.

.....FOR YOUR MONEY

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