



The Workable GUARANTEE

Our Money-Back Guarantee

This isn't an empty promise or a gimmick. We mean business. To prove it to you, we'll waive your monthly fees if you aren't satisfied with our service and we don't fix the problem.

The Partnership Pledge

We want our partnership to be successful. So we itemize the common performance measurements requested by our clients. Some of them are likely priorities for you, too. You fill in the measurement standard that you expect in each of the categories, such as email response time, and file processing time and percentage of "up" time for our servers. Then, in case we've missed any other important standards, there is room at the bottom for you to add your own standards and your expected measurement values. We also detail what we'll need from you. Once we've established our mutual expectations, we'll both sign the pledge, knowing exactly what we must do together to **succeed**.

Direct quote from **The Workable Guarantee**

"...In performance of its duties, Workable Solutions, Inc. (WSI) will adhere to the performance standards set forth above. All standards are based on performance averages as measured within a calendar month period. Should Client believe WSI is out of compliance with any standards, written notice detailing such non-compliance will be provided to WSI. There shall be a 30 day period following the date of receipt of the notice during which WSI may either demonstrate the standard is in compliance or endeavor to correct the area(s) of non-compliance. Should WSI remain out of compliance at the end of the 30 day period for corrective action, monthly fees for the non-compliant product(s) shall be waived until such time as the performance standard is brought into compliance..."

— direct quote from **The Workable Guarantee**

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