

**Complete Tablet Solutions**  
**Department of Information Resources (DIR) Client**  
**Managed Services Warranty Policy**

**Services Warranty.** Complete Tablet Solutions (hereinafter CTS) warrants that Managed Services will be performed in a professional and workmanlike manner consistent with applicable industry standards. This warranty will be in effect for a period of ninety (90) days from the completion of the applicable Managed Services (the “Warranty Period”). If during the Warranty Period, CTS receives written notice from Customer of non-conformity with the performance of the Managed Services set forth in the applicable Managed Services Agreement and associated Statement of Work (SOW), CTS will, as Customer’s sole and exclusive remedy and CTS’ entire liability for any breach of the foregoing warranty, at its sole option and expense, promptly re-perform any Services, or portion thereof, that fails to meet this limited warranty or refund to Customer the fees paid for the non-conforming Managed Services. THE FOREGOING STATES CUSTOMER’S SOLE AND EXCLUSIVE REMEDY FOR WARRANTY CLAIMS RELATED TO THE SERVICES.