



CornerStone Covenant

Solid Systems for Solid Security

M AINTENANCE COMMITMENT

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). 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 maintenance in the monitoring fee and the contract must clearly state that maintenance is included in the monitoring 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, 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 across the board to all customers receiving the same level of service. If you are unwilling to pay the increased rate, then you may cancel with 30 days written notice.

E xtended Satisfaction Guarantee

Try us out for six (6) months! If you are not satisfied with our service, we will remove our equipment from your facility and give you a full refund of your installation fee. If, at any time during the course of the agreement, you are not satisfied with the service provided by CornerStone, and if we cannot, resolve the source of dissatisfaction within 30 days of receiving written notification detailing your concerns, you may terminate the agreement with 10 days written notice without further obligation. This does not apply to any past-due amounts due to CornerStone prior to the notice of dissatisfaction. This does not apply to any item covered in the agreement.

CORNERSTONE SECURITY, INC.

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.....FOR YOUR MONEY