



RFD & Associates, Inc.

Passionate about Solving Complex Technology Challenges

3267 Bee Caves Rd., Suite 107-61, Austin, TX 78746

Warranty Policy for Contract No. DIR-CPO-5198

RFD & Associates, Inc. works with clients to define warranty and service level agreements.

Warranty under Comprehensive Web Development and Managed Services Contract DIR-CPO-5198 covers production, maintenance, and support for all accepted deliverables. To the maximum extent possible, warranty support will be provided by members of the original project team to maintain continuity of knowledge, expertise and client engagement.

For a standard managed service contract, RFD proposes a 30-day warranty period, beginning 15 days after approval of User Acceptance Test. RFD commits to providing support to customer personnel during the warranty period with the same expert resources that make up our delivery team. This allows us to be responsive and resolve issues quickly during the warranty period.

Return Policy for Contract No. DIR-CPO-5198

RFD & Associates, Inc. does not accept returns under Comprehensive Web Development and Managed Services Contract DIR-CPO-5198.