



PURPLE, ROCK, SCISSORS, LLC

90 Day Warranty & Support

We are committed to delivering products and services of the **highest quality**. Our 90-day Warranty & Support period allows you to report defects and discrepancies after your final product has been delivered and accepted. Below are definitions and distinctions about what is covered under your Warranty & Support period.

- **Defect** - A Defect is a loss of functionality or loss of data due to an issue with the work product produced by PRPL. Defects will always be covered under your Warranty Period.
- **Discrepancy** - A Discrepancy is a deviation or conflict with previously-approved designs and requirements. Many Discrepancies are circumstantial and are not always covered under your Warranty Period. Each Discrepancy will be resolved on a case-by-case basis.

Severity Levels

Defects and Discrepancies can have different levels of Severity. The following terms will ensure proper queuing and priority for resolution:

- **1 - Critical** - Issues resulting in major loss of **key** revenue-generating functionality for your business (e.g. shopping cart failure or security breaches) or other issues that could result in major loss of data. These issues will receive the utmost priority and be acknowledged and responded to **within 12 hours**.
- **2 - Significant Impact** - Issues resulting in loss of key non-revenue generating functionality or issues that could result in data not subject to backups to be lost (e.g. registration/signup failure, form submissions not being received). These issues will be responded to **within 24 hours**.
- **3 - Medium** - Issues affecting a portion of a product's user base and preventing them from using key functionality (e.g. notifications not being sent, broken links). These issues will be acknowledged and responded to **within 1 business day**. Resolution will be scheduled and booked into your team based on their availability.
- **4 - Low** - Issues affecting a portion of a product's user base but does not prevent key functionality (e.g. content changes, layout issues, typos). These issues will be acknowledged and responded to **within 1 business day**. Resolution will be scheduled and booked into your team based on their availability.

Client Initials x _____

Response Times

While PRPL will make every effort to acknowledge and respond to issues within the severity timeframes outlined above, there are many variables affecting the actual resolution time.

In certain cases, it may take more time to fully resolve the issue than these timeframes allow. In **Critical** and **Significant Impact** situations, PRPL may recommend a roll-back, backup restore, or hot fix to temporarily reduce the severity of the defect to ensure adequate time for a full resolution.

In all instances, we will then work with you to develop an appropriate action plan to fully resolve any open defects or discrepancies.

Client Name & Title (printed, please)

X _____
Client Signature

_____/_____/_____
Date