

Lifetime Service Guarantee

Radiant, truly values your business and are committed to proving this year after year. Our Lifetime Service Guarantee outlines exactly what you can expect from us. We know there is a great deal of competition out there and what sets us apart from the crowd is our *VIP customer experience* we provide you, as our lifelong customer.

We understand the importance of taking the time to ensure your account is setup properly, and confirm you understand all terms of your agreement and benefits of our programs. Our goal is to be the last provider you will ever use, we take no shortcuts in ensuring our business relationship begins with the right start. To further outline our capability, we offer the following commitment:

1. Amazing customer service! You will be treated with respect from all aspects of the Radiant organization.
2. Price Match Guarantee: We know how important it is to keep you happy. Therefore, we offer a price match guarantee to ensure you always have the best rates. We will provide you a free rate review upon your request, for each completed year of service. We'll match any bona-fide competing written offer. (i)
3. Once you make the transition to our service, you will be assigned a dedicated Account Manager (AM). This person is your first point of contact from the moment we receive your application. Your AM will contact you immediately to welcome you to the company, and complete an initial Quality Control call to ensure we have all of your correct contact information and to verify your account is setup according to your business needs. Your AM will also make sure you fully understand all terms of your agreement, so we meet your immediate and longterm expectations.
4. Under the Terminal Placement Program, if you receive a terminal from Radiant and this terminal fails or breaks, Radiant will provide a free replacement terminal shipped to you as needed. (ii)
5. You will also receive free terminal paper and supplies for the life of your business with Radiant on the Terminal Program.(iii)
6. For the life of your account, we promise not to increase your rates for any reason other than Interchange increases from Visa, MasterCard, and Discover, other processing costs, risk reasons, and program changes. If this occurs, please contact your AM to initiate a rate review. In addition, you will always be notified in your monthly statement of any changes to your account.
7. We are confident you will love doing business with Radiant, so much; you will recommend us to all your friends and family. If you provide us with an approved referral, we will reward you with up to \$500 for each new client you refer to us! (iv)

i. In order to qualify for the Price Match Guarantee, you must send your competitor's offer in writing; within ten (2) business days of receiving it, we will then contact you with an offer to meet or beat the competitor's quote. The written quote must be on their company letterhead, exposing all rates and fees, and it must have the contact information for the agent who provided the quote to you, the processing company they represent and a copy of their Terms and Conditions.

ii. Two (2) replacements per year. Maximum value of \$400 fees may apply for each upgrade. Expedited shipping is available upon request. Shipping costs may apply.

iii. Does not apply to touch POS devices.

iv. For a referral to be approved, the referred account must activate by remaining open and processing at least \$500.00 within the first 30 days.

v. All offers made are subject to the on-line terms and conditions (www.radiantmerchantservices.com) of the Merchant Agreement.

I acknowledge the service guarantee offered by Radiant Merchant Services and understand that as long as I continue to process with Radiant these service standards will be met. I also understand that if I discontinue processing or terminate my merchant services account their may be early termination fees.

Merchant Name: _____ Principal Name: _____

Address: _____ City: _____

Merchant Email: _____ Merchant Phone #: _____

Signature

Principal

Date