



The Renegades Media Satisfaction Guarantee

At Renegades Media LLC, we stand behind the quality of our services with full confidence. We guarantee that all our work will meet or exceed the industry-standard quality expected for the services provided. Should our services not meet your expectations or if they do not align with the contractual scope agreed upon, we commit to rectify the situation at no additional cost until you are satisfied, subject to the terms outlined below.

Terms of the Satisfaction Guarantee

Scope of Work: The guarantee only applies to services that are within the scope of our contractual agreement. Services requested after the contract signing or outside the agreed scope will be evaluated on a case-by-case basis.

Continuation of Services: If a service falls within the contract scope, Renegades Media LLC will continue to work at no additional cost until:

- A period of 45 days has passed after the guarantee is invoked;
- \$2,500 in billable time, calculated at a blended rate of \$150/hr, has been accrued;
- The work is deemed satisfactory by you, the client;
- A third-party assessment verifies that the work meets industry standards.

After fulfilling any of these conditions, Renegades Media LLC considers its obligations under the Satisfaction Guarantee to be fully met.

Post-Guarantee Engagement: If satisfaction is not achieved following our efforts under the Satisfaction Guarantee, clients are welcome to enter into a new contract for further services.

Payment Terms: Clients who fail to pay invoices within the NET terms specified in their contract forfeit the right to invoke the Satisfaction Guarantee for services associated with that invoice. Open invoices must be paid in full before the Satisfaction Guarantee can be invoked.

Prioritization of Work: Renegades Media LLC is not legally obligated to prioritize work under the Satisfaction Guarantee over other projects. While we strive to provide equitable and fair service to all our clients, the scheduling of guarantee-related work may not always align with the client's desired timeline.

Our Rights: Renegades Media LLC retains the right to waive requests to invoke the Satisfaction Guarantee, should the request be deemed malignant, uninformed or manipulative. Renegades Media LLC may or may not provide a reason as to why it has deemed the request to invoke the Satisfaction Guarantee invalid. Should Renegades Media LLC deem the request invalid, they will promptly notify the client in writing.