



THE PARJENN GUARANTEE

100% No-Risk, No-Small-Print Service Guarantee

Because we are completely committed to delivering excellence in IT services and support — and to keeping every promise we make — we stand behind our work with the following guarantee:

Hire ParJenn Technologies as your IT partner. If you are not completely satisfied with our support, responsiveness, or problem resolution by the end of your first 30 days, you may cancel your agreement and receive a 100% refund of your service fees — no questions asked. We will also release you from any ongoing contract without penalties.

Why We Can Make This Guarantee

We offer this guarantee because we are confident you will be genuinely impressed with the level of service and support you receive. More importantly, this guarantee keeps us sharp — ensuring every member of our team stays focused on results, not excuses. We are the only IT firm in Southeast Texas offering this level of commitment in writing, because earning your trust requires removing all the risk from your decision.

What This Guarantee Covers

- Response time and availability as outlined in your service agreement
- Quality and professionalism of all technical support provided
- Accuracy and transparency of all billing and invoicing
- Clear, timely communication throughout every engagement
- On-time, on-budget delivery of all project work

Our Ongoing Commitments to You

- We respond to support requests within 60 minutes during business hours
- We explain everything in plain English — no jargon, no condescension
- We provide full documentation of your IT environment so you are never held hostage
- We proactively monitor your systems 24/7/365 to catch problems before they become outages

- We maintain full insurance coverage to protect you in the event of any error on our part

**Ready to experience IT support that stands behind its work? Schedule your free IT assessment:
outreach.parjenn.com/it-checkup**

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