

DIR Contract No. DIR-SDD-1791

Warranty and Returns Policy

AVOSYS Technology Inc. will guide the customer to purchase Microsoft Online Subscription Services directly with the manufacturer and provide assistance with its procurement process, starting with a 30-day free trial for Office 365. Customer may choose to cancel Office 365 service anytime during their free trial period. Thereafter Customer has the following two options to purchase Office 365:

- a. Purchase using monthly credit card billing or invoicing form Microsoft Online Customer Portal located at www.office.365.com
- b. Setup up a new or add Office 365 subscription to your existing Microsoft Software Enterprise Agreement

Warranty and Refunds policy are provided and handled by and between manufacturer and customer directly. AVOSYS Technology, Inc., provides all related IT consulting services for complete evaluation, proof of concepts, onboarding, migration, enhancements, and ongoing management, administration and related technical support.

To visit warranty and returns policy for Microsoft Office365 Online Services, please refer to [Microsoft Online Subscription Agreement](#) and [Online Services – Service Level Agreement](#)