

*As a technology reseller of The ASCII Group, Inc.*

## iron horse

*Pledges To:*

### Be Professional

- Communicate honestly and effectively with customers to accurately describe products, prices, capabilities and services. •
- Only undertake technical assignments for which we are qualified. •
- Provide clear and accurate communications of terms and conditions of the sale including warranties, available service, and return policies. •

### Provide Customer Support

- We will service what we sell or partner with an organization that will provide service for our customers. •
- We will, to the best of our ability, accurately represent the amount of time necessary to effect a repair or assignment. •



Member

A handwritten signature in black ink, appearing to read "Alan Weinberger".

*Alan Weinberger, Chairman and Chief Executive Officer, The ASCII Group, Inc.*

A handwritten signature in black ink, appearing to read "Jill Kerr".

*Jill Kerr, Vice President and Chief Operating Officer, The ASCII Group, Inc.*