

CUSTOMER BILL OF RIGHTS

Our clients are the reason Kintera exists. You have undeniable rights and privileges.

- ❑ **The right to a secure platform that is available when you need it**
- ❑ **The right to a solution that meets your needs – not your vendor’s**
- ❑ **The right to fair pricing with accurate, timely invoicing and disbursements**
- ❑ **The right to quality customer support and service**
- ❑ **The right to receive a professional, courteous response to your questions within 24 hours**
- ❑ **The right to on-time implementation and delivery**
- ❑ **The right to select and integrate with the best solution(s) to meet your needs**
- ❑ **The right to partner with a vendor that will innovate for years to come**

Kintera stands behind these principles. If we have failed to abide by the aforementioned, please contact me at ceo@kintera.com and I will ensure that your situation is rectified.

Rich LaBarbera, President and CEO