



Managed IT Service San Antonio - Managed Services Warranty

Contract Number: **MITS-WR-2026-4837**

Managed IT Service San Antonio provides managed technology services that may include cloud services, Microsoft 365 administration, cybersecurity, data backup management, network support for switches, firewalls and routers, compliance support, IT Helpdesk services, and outsourced IT operations.

Services are performed in a professional and workmanlike manner. If a configuration or service defect directly caused by our work is reported within thirty (30) days of completion, we will make commercially reasonable efforts to correct the affected work without an additional labor charge. This limited remedy applies only to the original scope of work and does not include new requests, environmental changes, customer-side modifications, third-party work, unsupported equipment, or conditions outside our control.

Cloud platforms, Microsoft 365, cybersecurity tools, backup systems, Internet services, software, and other third-party products are governed by the applicable provider or manufacturer terms. Managed IT Service San Antonio does not warrant uninterrupted availability, absolute security, prevention of every cyber incident, or recovery of every file. Backup recovery depends on successful backup jobs, retention settings, available recovery points, customer cooperation, and the condition of the source data.

Manufacturer warranties apply to hardware such as switches, firewalls, routers, wireless access points, servers, storage devices, and related equipment. Replacement labor, shipping, expedited service, license transfers, configuration, and data restoration are not included unless specifically stated in the applicable service agreement or project scope. Compliance support is technical and administrative assistance only and does not constitute legal advice, an audit opinion, or a guarantee of certification.

Managed IT Service San Antonio - Return, Cancellation and Licensing Policy

Contract Number: **MITS-RP-2026-9164**

Eligible hardware-only purchases may be returned within thirty (30) days of receipt when the equipment is unopened, unused, undamaged, and in the original manufacturer packaging. All returns require prior approval and are subject to the manufacturer, distributor, or supplier return policy, including restocking fees, return shipping, and inspection requirements.

Installed, configured, opened, registered, special-order, or custom-configured equipment is not returnable unless the supplier approves the return. Microsoft 365 subscriptions, cloud services, cybersecurity subscriptions, backup storage, software licenses, domains, certificates, compliance platforms, and other recurring or usage-based services are nonreturnable once ordered, provisioned, registered, or activated, except when the provider issues a credit.

IT Helpdesk labor, IT Outsourcing services, onboarding, assessments, migrations, remediation, configuration, consulting, project labor, and emergency support are not refundable after the work has been performed.

Cancellation of recurring managed services is governed by the applicable service agreement, and all charges incurred through the effective cancellation date remain due.

Contact Person: **Courtney Pelzel**

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Change Order Request Form: [CHANGE ORDER REQUEST FORM](#)

Visible URL: https://dir.texas.gov/sites/default/files/2023-08/Contract%20Amendment%20and%20Change%20Order%20Approval%20Template_2023.docx