

KIPU[®]

THE GOLD STANDARD EMR FOR ADDICTION TREATMENT



FIVE WAY GUARANTEE

#1 Money-Back Guarantee

If, at any time after you sign our agreement and for 30 days after your go-live training, you're not happy for any reason — no questions asked — simply contact us by phone, mail, email, whatever, and we'll refund all but the first \$5,000 of your implementation — and any monthly or patient fees will be credited as well.

#2 30-Day Agile Implementation

There's a check box on the first page of our simple, two-page agreement for our joint commitment to your 30 Day Implementation. So long as you do not delay, we will have you fully implemented and trained in 30 days or less. If we miss that goal, we'll credit you the FIRST FIVE MONTHS of monthly invoices, up to \$5,000.

#3 No Term Agreement, Cancel Anytime

Our simple, two-page — plain English agreement has no term to keep you locked in. We know that our superior product and service are the only way to keep you — so we don't have a three-, two-, or even a one-year contract like other EMRs. Our agreement runs month-to-month, so if we ever let you down, fire us and pay no termination or cancellation fees, other than your last month's invoice and any financed implementation fees.

#4 99.99% Uptime Guarantee

Really! Our product and hosting are bulletproof. If we go down, we'll refund you for down time. We're always on and always available. Guaranteed. See our SLA at www.KipuSystems.com/terms/SLA.

#5 Our "You Always Win" Guarantee

At Kipu, our Mission Statement isn't all talk...It's the way we do business, like our fathers and grandfathers did. That means simply that the client (that's you) is always right. Whatever you need, whatever it takes, whatever we can do — from additional training to sending staff to help out in a pinch — you got it! And if there's ever a financial question...well, read our mission statement, it's printed on our business cards, on the bottom of every email we send, and on the back of this page... you'll win every time. Isn't that refreshing?

#6 BONUS GUARANTEE

We call this one "winner, winner chicken dinner" and here it is: If you can get any other EMR Company (a real* company, please) to match our 5-WAY Guarantee in writing, then we'll buy you the most expensive steak dinner you can name while we eat chicken!

*See www.kipusystems.com/guarantee for details.



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KIPU MISSION STATEMENT

Our mission is to make every Kipu Client, no matter how large or small, a reference client for Kipu Systems. We will work tirelessly to ensure that every client uses the system to its fullest potential, for the benefit of the people they serve, their employees, and shareholders.

We will do this with the highest regard for ethical standards without consideration for Kipu's own profitability.

