



The GovDocs Guarantee for Poster Non-Compliance

At GovDocs our policy is to reimburse Customers for any specific fine imposed by a governmental agency due to a Customer's failure to display accurate labor law posters. We call this "**The GovDocs Guarantee.**"

The GovDocs Guarantee applies where:

1. Customer has purchased a GovDocs Postings Update Subscription which includes the location in question;
2. All subscription fee(s) due prior to notice of the fine have been fully paid by Customer;
3. The applicable government agency has released and made available the required new or revised poster;
4. The fine is imposed for incorrect or outdated information contained on a product provided by GovDocs and for which GovDocs has not provided an update or replacement during the Subscription term; and
5. Customer submits a fully completed GovDocs Incident Form along with valid proof of the imposition of a fine by a governmental agency having authority to impose the fine. Reimbursement is strictly limited to the face amount of the fine only.
6. *For Physical Postings (including Binders):*
 - a. Customer must have purchased a current Subscription for physical posters, and
 - b. Customer must have displayed, at the time such fine was imposed, all products that GovDocs recommended for display, which incorrect or outdated posters directly resulted in the fine.
7. *For GovDocs Postings Update subscription types:*
 - a. GovDocs Update Program with Initial Sets will be eligible for refund only if Customer purchased and displayed all posters included in Posting Update subscription at the beginning of the subscription term without regard to existing poster displays; and
 - b. Phased-In GovDocs Update Program or Roll-Out Subscription. GovDocs assumes no responsibility for gaps in coverage for Phased-In or Roll-Out Customers when Customer's failure to display posters with correct information results from Customer's prior vendor not having supplied Customer with posters including all information recommended by GovDocs prior to the update program or roll-out subscription.
8. *For Intranet Poster Program subscription:*
 - a. Customer had purchased a current subscription for the Intranet Poster Program;
 - b. Reimbursement is limited to incorrect or outdated information on the most up-to-date electronic posters released in real-time by GovDocs through the Intranet Poster Program;
 - c. Reimbursement is limited to the respective governmental jurisdictions specifically



purchased through the Intranet Poster Program; and

- d. Reimbursement does not include fines for using electronic postings in lieu of physical posters when and as required by the respective governmental jurisdiction.
9. The GovDocs Guarantee is the sole remedy for Customer for any claims or liabilities arising from Customer's Subscription or Physical Postings GovDocs provides to Customer through the Subscription or any Order document. Customer agrees that GovDocs will not be liable to Customer, or anyone claiming through Customer, for incidental, indirect, special or consequential damages, even if the possibility of such damages was foreseeable.
10. This GovDocs Guarantee, which constitutes a supplemental term applicable to Customer's use of Physical Postings and ELC Data, is subject to and in all respects governed by the terms and conditions of the GovDocs Agreement for Compliance Subscriptions and Physical Postings, including the limitations on liability and disclaimers of warranties contained therein.