



## The IT21ST, LLC GUARANTEE

With over 98% customer retention and satisfaction, IT21ST is confident that you will be pleased with services you receive from us. We do not insist on long term contracts and can work with you on a month-to-month basis.

If for any reason client is not satisfied with the service they receive and dispute the charges, we will gladly do our best to resolve the issue. Our work is guaranteed to your full satisfaction or your money back.

We are proud member of Better Business Bureau with [A+ Rating](#) and have been serving our clients for over 33+ years.

We live by **ERIC** principles:

### **E**xcellence

In doing an outstanding job helping our customers thrive

### **R**espect

Respect and appreciate the trust put on us by our customer. Respect our Customers, Employees, and Vendors

### **I**ntegrity

Honesty and truthfulness in our work

### **C**ustomer Focus

Customer Focus as our core belief of putting customers always first

Warmest regards,  
IT21ST Executive Team