



Yes, we're putting our money where our mouth is.

We know that Fishbowl customers who are properly trained have a 92% satisfaction rating. Maybe that's why we're the #1 inventory management solution for QuickBooks® users.

Our guarantee is straightforward. When you buy our software, plus qualifying on-site training or in-house training, we'll give you 120 days after training to put our software through the ringier. If after 120 days you are not satisfied, **we'll refund 100% of the cost of your software purchase.**

Now that's confidence!

If you're looking at other inventory solutions, ask them if they will match our guarantee. Don't be surprised when they say no. We offer a robust, best-in-class solution that will give you the competitive advantage you're looking for. We are so positive about our solution we'll. . . well. . . put our money where our mouth is!

All you need to do to qualify is purchase the appropriate on-site or in-house training. Speak with one of our Inventory experts to learn more. Call **800.774.7085 Option #2.**



* See terms and conditions, as well as additional details on the following page

Terms and Conditions of Fishbowl's Satisfaction Guarantee

Fishbowl Inventory provides a satisfaction guarantee to all customers subject to the following conditions:

Customer must purchase and complete **one of the two** following training options:

On-site Training. Customer must purchase a minimum two (2) day training to be conducted at customer's facility.

In-house Training. This is a two (2) day training held at the Fishbowl facility in Orem, Utah. Customers purchasing nine (9) or fewer user licenses must send at least two of customer's employees for training. Customers purchasing ten (10) or more user licenses must send a minimum of one additional employee for every ten (10) user licenses purchased. Following the in-house training, 4 hours of remote training with a Fishbowl trainer is also required to complete your training.

All training must be conducted by an employee(s) of Fishbowl.

In order for the above described training options to qualify for the Fishbowl Satisfaction Guarantee, the training must be purchased either at the time of initial software purchase or within thirty (30) days from the date of initial software purchase. If desired training is purchased after the initial software purchase, but within the thirty (30) days following the purchase of software, there is a 30% price increase on all training purchased due to scheduling complications when not purchased with software. Regardless of the training option selected, all training must be completed within 180 days from the date the training is purchased.

Customers electing to purchase one of the two (2) approved trainings must actively use the Fishbowl Inventory software for 120 days after the final day of training. Following the expiration of the 120 day satisfaction guarantee period, customers will have (30) days to return the software in accordance with the previously stated return policy (section 1.3 of Order Form and Sales Agreement). The satisfaction guarantee is limited to software purchased from Fishbowl Inventory and specifically excludes all services, training, and hardware purchased from Fishbowl Inventory.

Training Details

On-Site Training Package - We'll come to you

Training Package

On-Site Package—Western US (PT, MT, CT)

On-Site Package—Eastern/Other US (ET, AK, HI)

What is included?

On-site trainings range from 2–5 days. Talk to your sales representative for specifics on pricing.

In-House Training Package - You come to us

Training Package

In-House Training (2 people)

What is included?

2 day in-house classroom-style training plus 4-hrs remote training

For other training questions please call **800.774.7085 Option #6.**

General Satisfaction Guarantee questions pick **Option #2.**



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