

[Date]

[Client Name]

[Client Address]

[City, State, Zip Code]

Subject: Cybersecurity Infrastructure Maintenance and Warranty Statement

Dear [Client Contact Name],

This letter serves to formally outline the maintenance and warranty terms for the cybersecurity infrastructure implemented by [Your Company Name] on [Installation Date].

### **1. Scope of Maintenance**

The maintenance period covers the following services:

- Regular security patches and firmware updates.
- Periodic system health checks and vulnerability scans.
- Technical support for hardware and software configurations.
- Log monitoring and incident response adjustments.

### **2. Warranty Coverage**

We warrant that the installed cybersecurity infrastructure will perform according to the technical specifications provided for a period of [Number] months/years. This warranty covers:

- Replacement of defective security hardware.
- Correction of software configuration errors.
- Resolution of integration issues caused by the initial setup.

### **3. Exclusions**

This warranty does not cover issues arising from:

- Unauthorized modifications by third parties.
- Natural disasters or physical damage.
- Use of the system outside of the agreed-upon operational parameters.

### **4. Service Level Agreement (SLA)**

In the event of a critical system failure or security breach related to the maintained infrastructure, [Your Company Name] guarantees a response time of [Number] hours.

Please contact our technical department at [Phone Number] or [Email Address] for any maintenance requests or warranty claims.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]