



SCHWABEDISSEN Maschinen GmbH · Postfach 2753 · D-32051 Herford

Remote support contract

Telephone: +49 (0) 5221 / 34 60 0

Calculation:

Support will be charged according to time spent after the expiry of the machine's warranty period. The service is charged per 15 minutes of support or part thereof.

The duration of a service case is not limited to the duration of the teleservice, but also includes the telephone call and possible research. Restoring configurations and viewing data archives, as well as the actual problem analysis and compiling, documenting and saving data count towards your support time, too.

Price:

120,- €/hour

Calculation at 15-minute intervals, per 15 minutes or part thereof

All prices are exclusive of statutory value added tax.

Payable within 14 days from date of invoice without deduction.

Important to know:

Due to their complexity, some questions cannot be clarified over the phone, but only in writing. In some cases you will have to send us the files in question packed by mail or similar. This includes questions about post-processors, drawings, macros and others. You may be asked to do this by the respective support staff member.

Our support can only include assistance, but not the further implementation, realization or additional project solution. For our projects this falls into the area of customer service and is to be treated separately. This will be provided from us or by one of our partners.

Depending on the complexity, support for modifications or macros created by you is also not covered by our free basic support, but will be charged to you as a customisation. However, our support staff will clarify this with you at the beginning of your support request so that you always know the consequence of your demand and what options are available.

Errors and omissions excepted.

Explanation

I would like to be served by remote support from SCHWABEDISSEN Maschinen GmbH and accept the conditions listed above.

Company: _____

Location: _____

Name: _____

Date: _____

Signature: _____

Please sign the declaration and send it back to +49 (0) 52 21 - 34 60 195.