



Per-incident Technical Support Contract Terms and Conditions

COMPANY INFORMATION

Company Name and Address	Main Technical Contact Person
	Company:
	Contact:
	Email:
	Phone:
	Cell:
Contact:	FAX:

CONTRACT INFORMATION

Date Purchased:		Hours Purchased:	2
Contract No:	#1	Hourly Rate:	\$150 US
Support By:	Via email and phone. On-site support is not included.		
Service Description:	This contract provides technical support for Microtronix products. Software engineering development services are not included.		

Introduction

This 90-day contract provides for additional installation and technical support hours (specified above) to resolve – via phone or email – technical engineering issues with installation, configuration, use, and problem resolution of the product in the customer’s network or application.

Microtronix endeavours to provide customers with a level of service based on timeliness of response and access to expert assistance. This document outlines the Terms and Conditions and also clarifies the expectations for delivery of the service.

Using Technical Support Hours

1. Extended installation technical support will be provided to the main technical contact person from your company. Additional users may be added as required in the table provided below.
2. Phone support is charged per use at a minimum of one half (½) hour, and additional fifteen (15) minute increments thereafter, at the discretion of Microtronix.
3. Email support is charged per use at a minimum of fifteen (15) minutes, and additional fifteen (15) minute increments thereafter, at the discretion of Microtronix.
4. Microtronix offers no guarantee that we will be able to fix any particular issue, however we will make our best efforts to do so in the time allowed. Engineers will be assigned based on required skills.
5. The customer gives unconditional permission to Microtronix to use up the two hours for any given case without prior approval.
6. Customers can use the allotted time for hardware and / or software technical assistance.
7. Technical support will be available by phone during our normal 9 AM to 5 PM EST business hours.
8. Microtronix guarantees that we will start working on your case the same business day where feasible, however due to the nature of support cases we cannot guarantee a time to resolution.



- 9. Microtronix assumes no liability whatsoever for proposed resolutions or fixes.
- 10. This contract expires 90-days from the date of purchase. Unused support hours will not be refunded.
- 11. When a support case or incident has used the two hours, we will notify you via email and provide a log outlining use of service hours if requested.

Additional Users

If any additional users are authorized to use technical hours, please list below and FAX to Microtronix at (519) 690-0092.

COMPANY	CONTACT NAME	CONTACT INFORMATION

Acceptance Agreement

On behalf of the Customer the undersigned agrees to the above terms and conditions of using this support service.

Signed: _____ Printed Name: _____ Date: _____

Microtronix agrees to use best efforts to provide a satisfactory level of service in accordance with the terms and conditions listed above.

Signed: _____ Printed Name: _____ Date: _____