

Engineering Design Services 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:	
Contract No:	#1	Hourly Rate:	
Support By:	Via email and phone. On-site support is not included.		
Service Description:	This contract provides for hardware or software Engineering Design or Development Services.		

Introduction

This 1-year contract provides for engineering services hours (specified above) to; resolve – via phone or email – technical engineering issues, develop custom hardware or software solutions, or provide engineering consulting services to resolve customer problems.

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

Using Engineering Services Hours

1. Engineering services will be provided as directed by the main technical contact person from your company. Additional users may be added as required in the table provided below.
2. Engineering design or development work is a premium service. It is charged at a minimum of one (1) hour increments, and additional one half (½) hour increments thereafter, at the discretion of Microtronix.
3. 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.
4. 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.
5. Engineering design or development work is charged at a minimum of one (1) hour increments, and additional one half (½) hour increments thereafter, at the discretion of Microtronix.
6. 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.



- 7. Engineering design and development requests must be documented before resources can be allocated.
- 8. When a single engineering services issue, technical support case or incident is expected to use over four (4) hours, or has used four hours, we will notify you for approval to proceed or continue. The customer gives unconditional permission to Microtronix to use up to four hours for any given technical issue without prior approval.
- 9. Customers can use the allotted time for hardware and / or software technical assistance, or design engineering services as required.
- 10. Technical support will be available by phone during our normal 9 AM to 5 PM EST business hours.
- 11. 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.
- 12. Microtronix assumes no liability whatsoever for proposed resolutions, fixes or service provided.
- 13. Support contracts expire one year from date purchase. After expiry, unused support hours will not be refunded.
- 14. Microtronix will provide a log outlining use of service hours after eight hours of use and upon completion of the contract hours.

Additional Users

If any additional users are authorized to use engineering 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 Engineering Design Services Contract.

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 _____