

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:	
Contract No:	#1	Hourly Rate:	
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 1-year contract provides for additional technical support hours (specified above) to resolve – via phone or email – technical issues with use of product in the targeted customer's 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. 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 a premium service. It 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. When a single 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 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.

