

24/1/2014

Confidential

Etere Software Support Contract (ET0310)

Etere informs all its customers and distributors that a new Software Support Contract (version 24) is available online with an effective date of 01/02/2014.



Etere Software Support Contract (ET0310) 1. Etere offers its customers a free update training course whose duration is established at the time of the offer. It is held at Etere's premises in order to provide a complete understanding of the system and therefore the solutions to the normal problems that could occur. The aim of the course is to prepare the customer in how to ask technical questions adequately and thus receive the correct answers in order to save him/her time and money. The customer or the person in charge who attends the course will be Etere's point of reference so that they can work closely with the customer's needs. 2. After consulting our web site on the Internet www.etere.eu, the customer may contact Etere and ask any questions about the Etere software program and receive an answer. 3. These questions must be performed by phone (+39 0733 9564), Skype (etere.etere) or e-mail (support@etere.eu). Etere will reply to questions within 4 working hours normally using e-mail (sending also a written copy required for record keeping purposes), through the reply Etere will either provide a solution to the problem or ask for further information if necessary. 4. Also Etere will provide remote support accessing directly the customer computers with no extra charge. This service is possible ONLY if there is a direct connection between support team computers and the customer computer, cascade connection or other non-direct access are not supported. Support team reserves the right to deny remote support, if the connection is not direct or it's too slow to be used. 5. Etere software support is supplied 24 hours a day, 365 days a year. 6. Etere software support is only supplied on the latest updated version (available for free on our web site to all customers that subscribe the support contract). If an update has to be made on the latest released version, or the customer is unable to download the updated version from the internet web site, Etere, on request and by pre-payment of the service, will send the software by courier. 7. Etere is not held responsible for any type of damage or damage caused due to loss of data, either by phone contact, IP/VPN connection or by an on-site technician. The customer, prior to asking for Etere support must make backup copies. In order to receive a better and faster solution to the problem, the customer must allow our technician to have full access to all manuals, disks and/or CD-ROMs of the original software, whether produced by Etere or by others. 8. Etere only provides support related to its own products. Problems related to third party software and its compatibility must be presented to the support of the third party software. 9. Etere only supplies support regarding platforms and operating systems recognized and authorized by Etere. An updated list is available on the web site, www.etere.eu. 10. Support service is provided ONLY to solve problems and rebuild the initial state, configuration, extension, new workflows are not included in support contract, and must be purchased separately. 11. The Etere software support service cannot be sold separately but as a package on all modules bought by the customer. 12. In case of cancellation of the Etere software support service, the service may be reactivated once pre-payment of the annual fee has been made, all the unpaid period must be fully paid to subscribe the contract, even if it was not used. 13. Etere software support is only available to customers who are up-to-date with the annual fee and do not have debits towards Etere. The service will be suspended immediately each time there is a missed payment. As soon as payment has been received, the following day the service will be reactivated. 14. The Etere software support contract has duration of 12 months otherwise noted. 15. The Etere software support contract is renewed annually unless written cancellation is sent within 30 days prior to the expiry date. Within this period Etere will inform the customer of any variations to the contract for the following year. 16. In case of any controversy, the court of competent jurisdiction is that of Macerata (Italy). Document version: 24
Validity start date: 01/02/2014