

## Technical Support Information

The purpose of the technical support plan is to provide Techsigma, Inc customers with the best service possible. The support plan is established to guarantee that retail establishments can do business without the added pressures of computer problems. Customers will be guaranteed the following:

- **Software Upgrades:** Retail owners will be provided with the latest version of the Point of Sale Software, guaranteeing that all new updates/upgrades and features are always available to you. You will never be charged extra for upgrading the Point of Sale Software while being subscribed to a support plan. All updates / upgrades are available through the **WEBSITE** via **DOWNLOAD ONLY**.
  
- **Remote Service:** As a Techsigma customer, you will have the ability to use our remote service feature, which allows us to connect to your establishment via internet using LOGMEIN.COM. This is a great technique for servicing customers when unknown problems occur, or when an employee needs training or retraining on any area of the POS System (*DSL or Broadband Internet Access are required for this service*).
  
- **Toll Free Phone Access:** Subscribers will have access to a toll free number that is guaranteed to reach us when you need us most. This includes non-business hours such as evenings and weekends. You may use this number to get answers to all critical and non-critical questions that you have.
  
- **Special Web Access:** You will also have access to the customer's section of our website where you will be able to download special tools and software that can help other aspects of your business. The section also includes tips and techniques available that retail establishments may use to boost profits.

As business owners ourselves, we understand the frustration that technology can create. That's why we specialize in providing solutions to any problems that may occur. Our support plan guarantees that your technology needs are always met and surpassed. We make sure that your equipment is always under warranty with our trade in program and make sure that you are using it wisely with our ability to retrain at any time! **Our business is to help your business.**

.....

FULL SUPPORT PLAN	AVAILABILITY
Free Software Upgrades	<b>Available</b>
Free Remote Service	<b>Available</b>
Toll Free Phone Access	<b>Available</b>
Phone Support	<b>Available</b>
Web Access	<b>Available</b>
Customizations	<b>Available</b>
Software Updates	<b>Available</b>
E-mail Support	<b>Available</b>

**Price: \$40.00 (monthly)**

# Terms & Conditions

1. If an account has been defaulted, the service benefits will resume as soon as the account is brought up to date. No exceptions.
2. Access Upgrades and updates are automatically terminated as soon as the customer cancels the support plan.
3. Customers may choose to cancel the service plan at any time. A 30 day notice is required.
4. Customizations are limited to reasonable modifications. These modifications are subject to our approval.
5. Customers will have access to all updates and upgrades to the Point of Sale System as well as relevant software while they are subscribed to the service plan.
6. Customers will have access to a toll free number that they may use to reach us only while subscribed to the service plan.
7. Each store is considered a SEPARATE customer. Each store must pay for individual service plans.
8. While the customer remains in the support plan, equipment is under manufacturer's warranty. Faulty equipment will be replaced, no questions asked as long as the equipment is in its original pieces (not physically broken caused by physical damage). The equipment must be the originally purchased equipment with original packaging. Replacements will be sent using UPS Next Day, Second Day, or Third Day Select Service depending on the urgency.

I Agree to the above Terms & Conditions:

Signature: \_\_\_\_\_ Name: \_\_\_\_\_

Store Name: \_\_\_\_\_ Store Location: \_\_\_\_\_

TEL #: \_\_\_\_\_ FAX #: \_\_\_\_\_ E-mail: \_\_\_\_\_

.....

## Payment Method

CHECK	<input type="checkbox"/>	Credit Card #
VISA	<input type="checkbox"/>	Expiration Date
MASTER CARD	<input type="checkbox"/>	Security Code (last 3 digits on the back of your card)
		Name on the Credit Card
		Billing Address
		Signature

Please fax back to: 1-866-771-2330 with a copy of your credit card and driver's license.