

Software Design Consulting Group Maintenance Terms and Conditions

1. **Period Covered:** From _____ To _____

2. **Maintenance fees** are payable in advance and no part is refundable in case the CUSTOMER prematurely terminates the contract.

3. **CUSTOMER** will be entitled to the following benefits:

- a) Access to the new free upgrades of the system available on our website www.sd-lb.com
- b) Phone support and remote support
- c) All kind of assistance and follow-up of the clients concerning the use of the software programs
- d) Minor adjustments and perfecting of the system deemed valid for the standard software package
- e) Various advice and supervision of the client's computer activities (such as inspection of the computer and electrical installation, coordination with the material supplier, configuration of the system...)
- f) Restoring client's data information in case of accidents in manipulation
- g) Mandatory training of new persons at Software Design's site during the collective training sessions.

4. Elements that are not covered by the Maintenance

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| <ul style="list-style-type: none">a) The re-implementation sessions due to client's staff changesb) The addition of new modules appropriate to clientc) All additional work occasioned to Software Design Consulting Group SAL and provoked by the Client. Similarly, all work not included previously in the original package deal Software Design/Clientd) All technical damages caused by any sort of virus |
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Read and Agreed

Company Name: _____

Signature: _____

Name: _____

Position: _____

Date: _____

Please send the following Order From signed to Software Design Consulting Group before _____ Otherwise, all maintenance services including phone support would be suspended