

TECHNICAL SUPPORT PACKAGES

ABRIL 2012

Acutron Electroacustica will supply technical assistance to customers having contracted technical support packets, up to the limit of included hours.

1. Support will be supplied by phone, e-mail or remotely using internet. For remote support, the customer must have installed the [TeamViewer](#) application. Assistance may as well be performed at Acutron premises to a customer representative.
2. Support includes advising on hardware and software use and configuration, and, if applicable, the supply of specific electronic documentation.
3. Support explicitly does not include: software or hardware development, trips, hardware repair, any intervention on third-party software or hardware, phone call or data transfer costs, printing and recording of physical media.
4. Any of the interventions excluded in 3. may be separately contracted.
5. Expected response time will be 24/48 hours after request reception. Announced yearly holiday periods will be excluded.
6. All requests must be entered and followed by email.
7. Any written information will take precedence over any information supplied by phone.
8. If it is verified during the processing of a request that the described situation falls under warranty application, the corresponding intervention time will be credited to the customer.
9. Prices per package

Yearly hours	Price
5	200,00€
10	370,00€
20	700,00€
40	1.200,00€

In Portugal, VAT will be charged according to applicable rate

Contents of this document may change without prior notice.

All supplies are conform to our [General Sales Conditions](#).

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