



## Consultation Services: FabSoft Terms & Conditions

The purpose of the block of time is to provide the reseller with technical support and guidance when necessary. Time is scheduled in advance.

While FabSoft will attempt to provide reasonable guidance and direction, this service is offered on a best effort basis. FabSoft may not be able to resolve every support request. This in no way obligates FabSoft to produce a complete solution with our product.

FabSoft does not guarantee that project goals will be met within the block of time purchased. The minimum block of time you can purchase is five (5) hours. If less time is utilized to complete the customer's request(s), then FabSoft will issue a refund or credit for only time not utilized. However, if FabSoft is unable to complete the customer's request(s) within the block of time purchased, FabSoft will request another block of time. FabSoft cannot proceed without hours being in place for an engagement, thus if hours need to be requested by FabSoft then delays in service may occur.

If you choose not to purchase additional consultation time, the previous block of time is required to be paid for in full. Future work will not continue until an additional block of time has been purchased / authorized. Customers on Credit Card terms purchase consultation blocks in advance. Current Professional Service hourly rates are disclosed on our website or via Ricoh EDP item 004045MIU.

All work completed by FabSoft representatives are logged with the dates, time utilized and description of work performed. FabSoft will send updates each day they are utilized. The client may request an update at any time. Please provide any additional contact info below.

- Work hours are 8AM Eastern Standard Time to 5PM Eastern Standard Time, Monday through Fridays, except on Holidays.
- The Reseller and FabSoft are not responsible for the Client's computer or network performance.
- Under no circumstances, including negligence, shall FabSoft be liable for any incidental, special, indirect or consequential damages (including the lost profits or savings arising out of or relating to this agreement or the use or inability to use the work, even if FabSoft has been advised of the possibility of such damages. Furthermore, FabSoft's total liability to and for all damages under this agreement will not exceed the amount paid by the Reseller.

I have read and agree to the terms and conditional set forth above regarding FabSoft consultation services. Please circle: Yes or No



**Reseller**

Company Name

Print Name

Signature

Date

**End-User**

Company Name

Print Name

Signature

Date