

# POLYWORKS ANNUAL SUPPORT LICENSE RENEWAL



## Terms and Conditions

For the period detailed, 3D Scanners (UK) Ltd (3DSUK) agrees to perform the following support services.

### Contract Duration

Duration of cover is for a period of 12 months, unless otherwise specified in the quotation.

### Support Desk Hours

The support desk operated from 9:00am through to 5:30pm, Monday- Friday, excluding public holidays. During the Christmas and New Year period we provide limited, telephone- only support.

### Service Entitlement

The annual support license renewal service quoted entitles you to:

- All major PolyWorks software upgrades released during the support license term, together with upgrades of any relevant add-on products.
- Telephone support services provided by 3DSUK's dedicated support line (03330 300 300). The support desk will provide best endeavours to respond immediately to telephone support calls and we aim to respond to logged calls within 1 hour. If you are not satisfied with the solution offered, we will endeavour to agree to a mutually acceptable response period.
- Email Support. Calls may be logged at any time via our support desk email address- [support@3dscanners.co.uk](mailto:support@3dscanners.co.uk). This service is regularly monitored by the support staff.
- New releases of PolyWorks: Official releases, intermediary releases, plug-ins, and patches
- Unlimited live assistance from Application Specialists: Our support team is made of highly- trained application specialists dedicated to providing technical support.
- Access to InnovMetric's on-line Technical Support Zone: The Technical Support Zone is a complete source of information providing PolyWorks users with 24/7 access to: A new releases section, where users can download the latest releases of PolyWorks.
- Invitations to seminars, user events and customer open days.

### Exclusions and Customer Responsibilities

We reserve the right to limit support provided to Users who are unable to adequately assist in self diagnosing problems or who have insufficient skills in the application of the software as a result of not attending training courses.

### Other

In no event shall one party be liable to the other party for any direct, indirect, incidental or consequential loss or damage.

### Feedback

If you have any suggestions on how we can improve our service to you we would welcome your feedback. Please either call us on 03330 300 300 or email [support@3dscanners.co.uk](mailto:support@3dscanners.co.uk)

### Quotation, Delivery and Invoicing

1. Written quotations issued by 3DSUK shall be binding on 3DSUK for a period of thirty (30) days from the date of quotation and shall therefore be subject to variation or cancellation without notice thereafter.
2. Value added Tax, and any other relevant taxes, are not included in any of the prices contained herein but will be charged, as required by law, at the prevailing rates at the time of supply.
3. Any terms and conditions included in or with a Customer Purchase Order shall have no force and effect unless agreed in writing by 3DSUK.
4. 3DSUK will, to the best of its ability, comply with the Customer's instructions concerning dates of delivery. However, any delivery date given is an indication only, offered in good faith. 3DSUK does not guarantee this date and shall not be held responsible for claims of damages, to the fullest extent permitted by law, arising from delayed deliveries.
5. Legal title of the products shall not pass to the Customer until 3DSUK has received payment in full for such products.
6. Payment of invoice(s) shall be prior to the expiration of the existing support contract or within thirty (30) days of invoice date.
7. Cover will commence on the date shown on the invoice Service Details, however should payment not be received by the commencement date, cover will cease until payment is received.