

Zebra CardStudio Support Agreement

Terms and Conditions

1. Support

IDCW will provide unlimited support of Zebra CardStudio issues via phone, email and remote desktop sessions (via Teamviewer, and assuming connectivity is available). This is subject to our fair use policy (see below).

We endeavour to respond to all phone and email support enquiries within 2 business hours (AEST) from first communication. Most support enquiries can be resolved within 30 minutes however if a longer session is required, a time convenient to both the customer and IDCW will be worked out.

The operator may be required to carry out instructions on the computer provided by IDCW. Failure to do so may mean the issue cannot be resolved.

If there are third party software or operating system issues which are preventing Zebra CardStudio from working correctly, these are not covered by the agreement. (i.e. data source problems, incorrectly backed up data). IDCW can help identify potential issues at the discretion of the technician.

2. Risks and Liability

IDCW accepts no responsibility, liability or risk at any time for loss of data and configuration information, time lost or any other damage caused during a support enquiry.

All backing up and restoration of data is the responsibility of the customer.

3. Agreement Period

Coverage starts from the date of invoice. If the customer has an overdue account with IDCW, this will void the agreement and full support costs will be charged.

Customers will be notified one month in advance on the anniversary of their agreement about renewal information.

Cancellations will be accepted up to 30 days after the invoice date, assuming no support contact has been made during this time.

4. Fair Use Policy

There are no fixed hours associated with this support agreement, however it is subject to the fair use policy in regards to:

- A maximum of 3 new template or data connections (or template or data connection modifications) per annum (max 1 hour per session)
- A maximum of 3 calls on the same training issue per annum (max 1 hour per session)

5. Backup and Integrity of Data

The support agreement requires you to keep an up to date and valid backup of your data configuration and licences. It may be required to revert back to a previous backup of the configuration and layout files.

Instructions on how to keep an up to date backup are located at:

<http://support.idcw.com.au>

(Please contact your account manager for your website password)

Depending on the database setup, Zebra CardStudio may not have an internal database source. The data for printing is external (MS Excel, MS Access, SQL, Oracle, etc.) The customer bears all responsibility for the backup and integrity of this data source. IDCW cannot maintain integrity of any external database source.

6. Contact Details

Phone: 02 9651 6000

Email: cs_support@idcw.com.au

Website: <http://support.idcw.com.au>

(Please contact your account manager for your website password)