

ADI Support Waiver

All non policy holders

All support services must be pre-paid with a credit card before service can be performed.

Phone support

*Current rate \$256 per call/incident (pre-paid only)

Monday – through Friday 9am – 5pm only

Non Policy Holders No support on Weekends and Holidays

On-site hardware support

Labor plus Parts

Non Policy Holders No swap-out on hardware available

Response time is 2-3 business days but is not guaranteed

*Current Labor rate \$128 per hour (3.5 hour min pre-paid only)

Parts on hardware are limited in most cases the item is just replaced in this case the full price of the item must be pre-paid.

*Current rate for Posiflex units \$2,000

Expired/ renewing policy support (E-2): One Time Sign up / Inspection Fee of *\$225
(If support has lapsed over 60 days or is not purchased at time of the sale)

All expired support will be charged a 15% penalty fee

(based on monthly support amount) from date of elapse support date.

If support has lapsed more than 60 days minimum \$225 penalty fee will apply

Software Updates

*Current rate per POS user is \$300 per unit (could be more)

Software upgrades may be necessary to solve supports issues

Non Policy holders receive no discounts on ADI support services

*ADI's rates are subject to change

At this time I want to cancel ADI's support policy and I understand and agree to the above terms.

X

Company Name, Signature, Title and Date