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Subject: **Invatech System Support Policy**

The following policies apply to all systems provided by Innovative Techniques:

1. **System Qualification and Customer approval:** Systems are tested and qualified before shipment to the customer. A representative set of printed labels is generated, using the final system, for documentation and customer review and approval. Subject samples are supplied to the customer for approval prior to system shipment. This is the customer's formal approval of the labels and the supporting database.
2. **System Installation Policies:**
 1. **If installed by us:**
 - a. We meet the shipment at the plant location, unpack, setup debug and retest the system.
 - b. While on site, we provide "Train the Trainer" services to train up to 3 customer-selected individuals. The customer is responsible for designating a "product owner" (system engineer) who shall be our contact for problem resolution.
 - c. We provide a system user's manual.
 - d. We spend additional time training the system engineer regarding advanced system configuration, hardware debugging, database management and other more "advanced" issues that may be required to support the system.
 - e. We provide backup support to assist the system engineer with operator training if requested to do so.
 - f. We create a backup of the product as delivered. The customer is responsible for system backups and to document any changes made by the system engineer or other customer personnel (or other vendors authorized by the customer to make changes).
 2. **If installed by the customer :**
 - a. We provide a system user's manual.
 - b. We provide installation instructions
 - c. We will assist with telephone & debug support for 30 days, however the customer bears full responsibility for problems caused by faulty installation or other customer caused problems.

3. **Current rates and charges – subject to change:**

- a. **After installation, we provide 30-day telephone system support at no additional charge.**
- b. **After 30 days, our hourly non-contract system support rate is \$ 110 per hour or fraction thereof.**
- c. **After 30 Days, our standard contract rate is \$85 per hour with other benefits as defined in the specific contract.**
- d. **Our support rate for on site support outside the Continental US is \$850 per day** or portion thereof.
- e. **Applicable charges** shall be at the rate in effect at the time services are requested. Stated hourly rates are subject to change at a future date except that contracted rates and charges shall be fixed during the term of the specific contract. In the event a customer modifies our work, the customer shall bear full responsibility and expense to correct any problems created by said modifications. If we are asked to correct the condition, the above charges for on site work and additional charges for off site work to research and document the problem will apply.
- f. **Travel back to the site to make added scope changes** or to correct customer caused problems shall include the above hourly rates for time on site plus portal to portal travel time at 50% of the normal hourly rate. Additional charges for local expenses (such as hotel, auto, tolls, meals, etc) shall be charged at cost. Local mileage traveling to public transportation shall be billed at \$0.33 per mile.

4. **Standard terms of execution and payment:**

- a. The customer shall issue a Purchase order or other acceptable written authorization defining the scope of work to be performed. We shall not proceed without your written authorization to do so.
- b. Terms shall be as follows:
 - Unless otherwise agreed, billing terms shall be 33% upon receipt of the written document, 33% at 50% completion and the balance on completion.
 - Payment terms shall be 2.6% for payment in 10 days or less and 1% for payment in 30 days. We reserve the right to add a 2% finance charges for billing not paid in 30 days.