

Artisan™ Point of Sale Software

Monthly Software Support Contract & Order Form

To sign up for a monthly support plan, please fill in this form and send it to CerTek Software Designs, Inc:
BY FAX: 727-738-8881 (fax) *For questions, please call 877-723-7835 (toll-free) or 727-738-8188.*
Or **BY MAIL:** CerTek Software Designs, 507 Paula Drive South, Dunedin FL 34698-2032

All Support Plans include an Upgrade Subscription, which entitles you to *all future software updates* and upgrades as long as you keep your plan active. These are available on our website; you may request a CD (you pay shipping).

To start on a plan, the version you are using must not be older than 6 months from it's original release date; otherwise, you must either purchase a full or partial upgrade. Partial upgrades are 50% of the minor upgrade price if you are entitled to the current version posted on our website.

All Artisan Software Support Plans & individual incident prices cover help using and configuring Artisan software, as well as basic, general pointers on using supported devices and integrated software (such QuickBooks). Or choose the Premium plan, and let us help you with your general computer needs, including basic networking.

If you do not have a Premium plan, general computer & networking help not directly related to Artisan, as well as more detailed help with hardware devices not purchased directly from CerTek Software, will be charged at **\$50/hour** (in 15-minute increments after the first hour). **An Appointment is required.**

Basic & Standard Plans & incidents do not include complete design or creation of custom forms, labels, reports, data imports, network router or server configuration, or any on-site services; these are all available separately. We can, however, give you general pointers if you want to do these on your own.

Premium Plans receive Higher Placement in Support Queues, Substantial Discounts on custom forms, labels, & reports. Data imports, network router or server configuration, and data recovery are **not** included.

Individual Support Incidents without a support plan: \$75 for the 1st hour and \$50/hr thereafter, with a one-hour minimum and billed in 15-minute increments. Version 3.5 Upgrades w/o a plan: \$325 - \$450

All Monthly Plans are "Automatic Renewal" Plans: We charge your credit card on file for the monthly fee at the beginning of each month of service. You may cancel a monthly plan any time after the first 6 months, but you must notify us in writing at least 14 days before your next monthly charge; any unused portion of a month (or the first 6 months) will not be refunded.

You may only change to a lower plan after the first 6 months, but you may switch to a higher plan at any time, even during the first 6 months. When you switch to a higher plan, you commit to another 6 months minimum from the start of the new plan.

I wish to order the following plan (please indicate one).

- Basic Support** – Includes 1 incident per month, \$25/additional incident (normally \$75)..... **\$39.95/mo**
- Standard Support** – Includes 4 incidents per month, \$25/additional incident (normally \$75) **\$54.95/mo**
- Premium Support** – "Unlimited" incidents (within reason), increased coverage **\$99.95/mo**

Premium Support extends Artisan Support to unlimited incidents (within reason), plus phone (or email) help with all computers and equipment used with Artisan—even if not purchased from us—including local networking (LAN) used to connect multiple computers. Also premium support gets higher placement in support queues, substantial discounts on custom reports, labels, and forms. We will assist you to the best of our ability to determine the nature of the trouble and fix configuration problems; repair costs are not included. Networking support is limited to general connectivity and the basic file sharing and drive mappings needed to make Artisan operate; it does not include configuration or diagnosis of file servers except by special arrangement.

Business Name: _____

Owner/Manager: _____ **Main Contact:** _____ **Phone #:** _____

- I have read, and agree to, the terms stated here & in the attached *Monthly Artisan Software Support Terms*.
- Paying by check? A 6-month minimum payment required. [Contracts only start upon full payment.](#)**

Signature of Owner or Manager: _____

Card Type: _____ **Card Number** _____ **CVV Number** _____

Expiration Date: _____ **Full Name on Card:** _____

Credit Card Statement Address: Street: _____ **Zip:** _____

Signature of Cardholder _____ **Date** _____

I agree to pay according to the terms of this contract and my cardholder agreement. **Prices and Terms Subject to Change.**

Monthly Artisan Software Support Terms

With all the monthly support plans, except Premium, you get a specified number of incidents allocated per month. An incident is a single issue, even if the resolution involves multiple calls. It is possible to incur multiple incidents on a single call. If you are simply reporting a software “bug” (failure to behave as designed), or your problem is determined to result from such a bug, then the incident is not counted toward your total, but you may be required to install a later software version before your issue can be resolved. If you go over your incident allotment during a given month, we will charge your credit card \$25.00 per additional incident. Although we will keep track of how many incidents you have placed, we are not always able to tell you in the heat of support what your current count is. We will review your account periodically, to see if you have exceeded your allotment, and charge your card accordingly. You may not “roll over” incidents from one month to the next; any unused incidents are lost. We reserve the right to count incidents on a calendar month basis, regardless of your exact signup date or the day of the month on which we charge your card. If you change plans in the middle of a month, incidents for the first part of the month will be counted according to your prior plan, prorated for the partial month.

Your credit card will automatically be charged the monthly service fee and any additional incident charges as described above. We will attempt to notify you in advance if your card is going to expire, but it is your responsibility to make sure that we have a current card on file and that we have your correct billing information. We will notify if your card is declined. If we are unable to obtain payment after 15 days, your account will be suspended, you will be billed for the balance of your commitment (the remainder of the first 6 months, or one month thereafter) plus a non-refundable \$75 service charge, and any subsequent support incidents will have to be paid in advance at full price (\$75 per incident for 1st hour, then \$50/hr) until your balance is paid. If your account is suspended for more than 45 days, you will lose your right to software upgrades, and will have to pay full price for the next upgrade after you resume your account.

CerTek will make reasonable attempts to help you within our expertise. It is important for you to be on the latest version of the software for certain issues. Your support representative may insist that you install a free upgrade prior to continued support. CerTek support staff may request that you send us a backup copy of your data. This is a normal procedure in order for us to assist you more efficiently. We will take great care to guard the safety of your data and access to this data is limited to senior personnel.

Call Backs & Emergency Support

Our normal operation is for you to leave a message and someone will return your call promptly. Almost every call is returned the same day, most within 2 hours, and many within 30 minutes – depending on our call volume. Our support works best when we have a few moments to do any necessary research before we get back to you. However if you have an emergency in which you have customers waiting or you cannot ring up a sale or process credit cards (when using an integrated solution), then by all means, please use the emergency line. You may also use the emergency line if you have made a specific appointment. Inability to print merchandise labels is not considered an emergency. Remember that we have to deal with emergencies first, and then on to less pressing issues – if everybody calls on the emergency line, then there is nobody to help when a true emergency does come.

We reserve the right to limit individual phone calls to 30 minutes, and total time in one day to 90 minutes. For non-urgent issues that may take a long time, such as initial installation support, we may require you to schedule an appointment.

Support hours are as follows:

Mon – Fri 9:00 AM to 6:00 PM Eastern Time, and 10:00 AM to 5:00 PM on Saturday.

Non-Urgent Calls after 5:00 (4:00 Saturday) may receive a callback on the following business day: (Tell us why you are calling.)

Extended hours support is available for an additional \$25/incident. Calls are routed to an answering service; Leave a message with a live operator in order to get a call when we are not in the office. After hours charges also applies to scheduled appointments.

Hardware Support:

Only the Premium support plans cover hardware unless the hardware was purchased from CerTek (directly or indirectly through an Authorized Dealer) and is still under manufacturers warranty. Hardware support is clearly defined as anything that you cannot control through Artisan. We offer several tests to help determine the nature of the problem and will assist you in this diagnosis when possible. For instance: If your receipt or sheet printer cannot print a test page from Windows, then it is a hardware issue. The exception to that is a Label printer, which can't print a test page from Windows. Most hardware issues are from human error; something was turned off, unplugged, or otherwise neglected.

Make Regular Data Backups:

We cannot stress enough the importance of daily (at least weekly) backups of your Artisan Data.

Backing up data is easy, and usually fast. Please call and ask for FREE assistance with this crucial task.

As always *please* remember that we *want* to assist you, so please, cooperation is critical to a successful resolution of your issue. Listen carefully and follow the technician's suggestions, tell the technician what happens after you perform the suggested task. By in large, we are a friendly group and most of our customers are as well. We may from time to time invoke a little humor into the sometimes-tense situation. Please remain calm, as this is the only way that we are going to assist you. Thank you.