

Support Offer

Copyright 2009 © Embedded Artists AB

Embedded Artists AB

Support Offer

Revised: 2009-05-11

Version:A

Support Offer	3
1.1 Support Cost	3
1.2 Support Offer Terms and Conditions	3

Embedded Artists AB
Södra Promenaden 51
SE-211 38 Malmö
Sweden

Phone: +46 (0)40-611 00 93
Fax: +46 (0)40-611 00 93
info@embeddedartists.com
<http://www.embeddedartists.com>

Registered Office
Malmö, Sweden
Corporate Id. No.
556646-2742

The Art of Embedded Systems Development – made Easy™

1 Support Offer

When you buy a board from Embedded Artists you will of course get the basic support needed to get up and running. As a complement to this we now offer our customers a possibility to buy a support package.

You as a customer will get support concerning all the technical questions you may have regarding the Embedded Artists boards and the software provided to these boards, including uClinux. We have got experienced engineers who know the answers to almost all your questions!

Please contact us at info@EmbeddedArtists.com if you need more information or if you want to purchase a support package.

1.1 Support Cost

Support is purchased in one (1) hour units at 95 EUR per hour. The minimum initial quantity is four (4) hours. These four hours of support may be used within a 12 month period after which they will expire if not used.

1.2 Support Offer Terms and Conditions

Embedded Artists will via email solve technical issues involving use of Embedded Artists products. The following conditions are applied:

- Email support is charged per use at a minimum of fifteen (15) minutes.
- Embedded Artists do not guarantee that we will be able to fix any particular issue, but we will make our best efforts to do so as quickly and efficiently as possible.
- When more than four (4) hours is needed to solve a single support case or incident, Embedded Artists will notify the customer for approval.
- The customer gives permission to Embedded Artists to use up to four hours for any given case without prior approval.
- Embedded Artists guarantee that we will start working on your case within 24 hours Mondays-Fridays, no public holidays.
- Since different support cases or incidents may require different effort, Embedded Artists cannot guarantee a time to resolution.
- Embedded Artists assumes no liability whatsoever for proposed resolutions or fixes.
- The bought hours in the support offer must be used within a 12 month period after which they will expire if not used.
- Embedded Artists will provide the customer a log containing each incident or support case handled within the scope of the support package.