

\$mart Clock

Annual Maintenance Agreement



Smart Clock annual maintenance agreement offers a support option that is a valuable extension of our quality service designed for users who see the value in having an existing maintenance program in case of any questions or problems.

The agreement is offered at an annual fee that covers the Smart Clocks, Out-of-the-Box™ and Precious Time software. The annual fee varies and is based upon the type of software, number of users and employees and Smart Clock products in use.

The annual maintenance agreement includes:

1 year of unlimited technical support:

- On-line technical support 24/7
- Software installation and database setup
- Software and hardware support via e-mail or telephone
- Hardware installation and Ethernet setup

1 year of unlimited factory maintenance:

- All Smart Clock models
- 50320: Ethernet device
- 50322: Internal modem

Our factory maintenance covers all repairs and service (parts and labor) due to normal wear and tear. It does not include repairs due to abuse, vandalism, acts of God, neglect, unauthorized product repairs, user-designed modifications, alterations, or failure to follow manufacturer's instructions.

For returns under the maintenance agreement, an RMA must be issued and the user is required to prepay the freight back to the factory. Outbound domestic returns will be shipped at no charge via UPS ground. For shipments outside the US, we require the customer pay the return freight.

We recommend purchasing the annual agreement to avoid recurring repair costs and hourly technical support. Telephone or e-mail technical support is available for customers without maintenance at a rate of \$100 per hour with a one hour minimum charge. Repair service for a Smart Clock without a maintenance agreement is available for \$300 (plus shipping).

The Smart Clock Time and Attendance Systems include 90 days of technical support*. This support is offered at no charge and begins on the date the system is shipped. The support covers all the services listed in the above annual maintenance agreement.

Help is also provided via the user's manual and built-in help system located within the software. We also offer a Technical Support FAQ document that is available on the SmartClock.com website.

Please contact the Smart Clock factory for a written quote on a maintenance agreement and/or for Smart Clock products:

Smart Clock Products
3651 Walnut Ave
Chino, CA 91710
Customer Service
Phone: (909) 627-2453
Email: Support@SmartClock.com

*The 90 days of technical support does not include: support for your operating system and associated hardware or software, support of other programs (including word processors, spreadsheets, or other software), training over the telephone, replacing lost, stolen or user damaged product CD, user's manual, or hardware.