

Certificate

This certificate is property of Allround Automations The Netherlands, and is published to certify the rights of the Service Contract holder and the terms of the Service Contract.

Certificate holder

This certificate is valid only if full certificate holder information is printed in the appropriate box above and if the expiration date has not been reached yet. This certificate is strictly personal and the rights of the Service Contract cannot be transported to any other then the Certificate holder. This certificate is valid only if the Service Contract Number is printed in the Certificate holder information box above.

Rights of the certificate holder

This certificate certifies that the certificate holder has obtained a Service Contract on an Allround Automations software product. The Service Contract provides for full technical support and all updates or upgrades on the software product for the period of one year until the expiration date and under the following terms and limitations.

Technical support

Allround Automations will provide for assistance in case of any technical question or problem in combination with an Allround Automations software product. The certificate holder has to enter his question or problem in the procedure by email only to the e-mail address support@allroundautomations.com.

Allround Automations is not obliged to provide a solution satisfactory to the certificate holder, but is only obliged to make his best possible effort to solve the certificate holder's problem or answer the certificate holder's question such to the opinion of Allround Automations. Allround Automations will try to react on the problem or question within 24 hours, but due to international time differences or other reasons reaction time may increase.

All correspondence will be transmitted by email only to the email-address from where the question originated. The certificate holder has to state his Product Code with the Service Request.

Responsibility & liability

Allround Automations will always try to provide for the best possible solution or answer, but can never be hold responsible for or liable to any damages caused by the provided solution or answer. The implementation of the provided solution is always for the risk of the certificate holder. If Allround Automations is not able to provide a solution or answer at all, the service request is terminated and seen as handled to complete satisfaction of the certificate holder.

Refusing a Service Request

Allround Automations always has the right to refuse a Service Request, if the certificate holder to the perception of Allround Automations has too little basic knowledge or if the amount of entered service requests is outside normal limits

Refusing a Service Request does not give the certificate holder any right to restitution of Service Contract fees.

Updates and Upgrades

The certificate holder has the right to receive all released updates or upgrades on the specific software product version licensed to him free of charges. To achieve this, any new release will be brought to attention of the certificate holder through his email-address complete with the necessary information to download it from the Allround Automations web server. The certificate holder can then download the update or upgrade.

Expiration of the Service Contract

The Service Contract can be renewed for the period of one year. To do so please contact sales@allroundautomations.com or your local reseller.