

## Procad Technical Support Terms and Conditions

This Agreement contains the terms and conditions that apply to your purchase of Technical Support from Procad. By accepting delivery of PROCAD's services and support as described below, you agree to be bound by and accept these terms and conditions. If you do not wish to be bound by this Agreement, you must notify PROCAD immediately. These terms and conditions are subject to change. Please refer to our website for latest T&Cs.

### Contacting Procad Technical Support:

When you have an active support contract you can contact the Procad Technical Support Department by the following methods:

**Phone:** (061) 500580

**Email:** [support@procad.ie](mailto:support@procad.ie)

**Online:** <http://www.procad.ie/procad-technical-support/>

Please Note:

- Your serial number will be requested when you create a support ticket. This is to ensure the product is on an active subscription and will allow PROCAD'S Technical Support Team to proceed with further research on your issue.
- If the serial number is not on an active support contract with PROCAD, you will be informed of charges which will apply.

### Working Hours

Our normal business hours are 9:00am to 5:30pm Monday to Thursday and 9:00am to 4:00pm on Friday excluding Public Holidays and any shutdown periods as published on our website.

## Support Options

Procad provide 4 levels of support as follows:

<b>Autodesk Product Support Spectrum</b>		
<b>Support Agreement</b>	<b>Description</b>	<b>Fee</b>
<b>Basic (Online)</b>	Included in initial purchase, Basic Support includes access to Procad's Software Installation Guide, Procad's Knowledge Base and Tutorials	Included
<b>Installation Support (Limited Phone Support)</b>	<ul style="list-style-type: none"> <li>➤ Installation Support includes assistance with software Download &amp; Autodesk Account set-up assistance</li> <li>➤ Support tickets can be created with regards to Download and Installation only.</li> </ul> Remote Login service for download and install of product only. *Installation support is per licence/User.	<b>€75.00</b>
<b>Advanced Support (Phone Support &amp; Remote)</b>	Technical Support Ticket creation  Remote Login service for the following: <ul style="list-style-type: none"> <li>• Download/install of product</li> <li>• Product Specific Technical Issues.</li> <li>• Network licence management/ renewal and configuration.</li> </ul> Advanced support is designed to assist users with Product Specific Technical issues that may occur. *Advanced support does not cover Additional training or advanced workflow Requirements. *Support is provided to the company + assigned users.	<b>€145 Single user</b>  <b>€395.00 1-3 users</b>  <b>€595.00 1-5 Users</b>  <b>€995.00 1-10 users</b>
<b>Extended Support (This can also be support bundles of 5 or 10 hours) (Phone Support &amp; Remote)</b>	Tailored support package to suit you and your organisation needs. This may include the following <ul style="list-style-type: none"> <li>• Support for additional products &amp; services</li> <li>• Advice on Design/Collaboration workflows,</li> <li>• Manage product rollout and deployment updates,</li> <li>• Template Creation</li> <li>• On line Customised Training.</li> </ul> Any work carried out will be subject to agreed scope of work.	<b>POA</b>

\* Autodesk Vertical Products include all software that are not included in the LT range.

**Please Note:** If you have not purchased any of the above levels of support you are not entitled to the above services.

## Procad Response time

We endeavour to respond to all cases within 4 hours. Customers with Extended Support will receive priority response time from the Technical Support Team. All logged cases will be managed using our support platform. Our aim is to satisfactorily resolve all issues within the agreed response time.

## Case Response Time

If a customer does not reply to their support case within 48 hours our ticketing system will automatically close the case. A case can be reopened subject to the support agreement in place

## Phone Support

Customers can contact the PROCAD support team over the phone to discuss urgent issues, during normal business hours. A ticket must be raised to log the information received.

## Remote Trouble Shooting

The PROCAD support team will use remote access facilities to a customer's site to solve an issue that cannot be solved via a phone call or e-mail where deemed necessary.

Once a remote session is initiated, and if there is a requirement to proceed with any software installation, PROCAD will notify the client prior to Installation. Support may be required from your IT department / provider.

Any operating system or infrastructure change that is required as part of the troubleshooting/installation process is outside the scope of our support and should be carried out by your IT department / provider.

## Eligible Products

Most Autodesk products purchased from Procad are eligible for support. A list of products supported directly by Procad is published in the Support section of our website. Some specialised applications may be supported directly by Autodesk or by qualified third parties.

## Out of Scope support

Additional charges may apply if a PROCAD support representative has spent time on an issue caused by an IT infrastructure failure or change, use of hardware that does not meet Autodesk minimum requirements, system configuration changes, lack of user training / software knowledge or unapproved customer or third-party actions that affect system operation. We will advise you at the earliest opportunity if the issue is out of scope and what charges may apply.

## Purchasing

Basic Technical Support is included with Autodesk products purchased directly via Procad Sales Team. You can purchase additional Technical Support via Procad's Online Store when purchasing products or you can add Support options by contacting us to discuss your requirements.

## Support Contract Duration

Each support contract begins from the date the product has been purchased to the expiry date of the product. If the product is renewed, the Technical Support (if included in original purchase) is automatically renewed.

## Limitation of liability

Procad will endeavour to resolve all matters relating to support requests within the scope of this support agreement as quickly as possible. However, in no event will Procad be liable for indirect, incidental, consequential, exemplary or other damages (including, without limitation, damages for loss of profits, business interruption, corruption of files, loss of business information or any other pecuniary loss) even if Procad has been advised of the possibility of such damages. No oral or written information or advice given by Procad or others will create a warranty and neither you nor any third party may rely on any such information or advice. Procad will make every effort to ensure the quality of support and services that we provide are of the highest standard, however we will not be liable for any consequential costs in the event of an error.