

## 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.

### 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

**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 may apply.

### Support Options

Procad provides 3 levels of Support as follows:

Support Level	Benefits	Limitations	Response time
<b>Basic Support</b>	Included in initial purchase, Onboarding Support includes access to Procad's Software Installation Guide, Procad Knowledge Base and Tutorials.	Included in purchase of product	Upon purchase
<b>Advanced Support</b>	We will help to resolve specific product issues if something goes wrong and/or Account Set-up, Download & Install of product.	Up to 1-hour of support	Next business day
<b>Extended Support</b>	We will tailor a support package to suit your particular needs. This may include additional products & services and can be on an annual, daily or hourly pricing basis.	Unlimited number of support cases	Per Service Level Agreement (SLA)

### 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.

## 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

Only current Autodesk products are eligible for support. Each Technical Support contract has a unique Product Contract Number that exclusively indicates the product(s) that are supported under that contract.

## 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.

## 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.

## Purchasing

Autodesk products purchased directly via Procad Sales Team automatically include Product Onboarding Technical Support. If products are purchased via Procad's Online Store, the option to purchase Technical Support is available. Please contact us to discuss any other support requirements.

## 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.