



**MINITECH MACHINERY CORP.**

6050 Peachtree Parkway Suite 240-205  
Norcross, GA 30092  
770-441-8525 www.minitech.com



EXTENDED SUPPORT SERVICES CONTRACT

This Extended Support Services Contract ("Agreement") is made and entered into on the date of acceptance by the customer (the "Customer"), by and between Minitex Machinery Corp ("Minitex"), with its principal place of business at 6050 Peachtree Parkway, Suite 240-205, Norcross, GA 30092 USA, and the Customer, with its principal place of business at [address].

**TERM OF AGREEMENT** This Agreement shall commence on the date of acceptance by the Customer and shall continue for a period of one (1) year ("Term").

**SUPPORT SERVICES** During the Term of this Agreement, Minitex agrees to provide the following support services ("Services") to the Customer for Minitex products sold to the Customer:

- a. Telephone Support: Minitex will provide telephone support to the Customer during normal business hours for issues related to the use and operation of Minitex's products.
- b. Remote Support: Minitex will provide remote support to the Customer during normal business hours using Zoom and TeamViewer software for issues related to the use and operation of Minitex's products.
- c. Email: Minitex will provide email communication with the Customer during normal business hours for issues related to the use and operation of Minitex's products and services.
- d. Priority Response: The Customer will receive priority response to any technical support requests.
- e. Annual Maintenance: By remote access and interaction with the Customer, Minitex will provide an annual maintenance check of the Customer's Minitex equipment to ensure proper operation and performance.
- f. Software Updates: By remote access and interaction with the Customer, Minitex will provide software updates and patches for its products as they become available during the Term of this Agreement.

**CUSTOMER RESPONSIBILITIES** The Customer agrees to:

- a. Provide Minitex with access to all necessary equipment and systems in order to provide the Services.
- b. Promptly report any issues or problems with Minitex's products to Minitex.



c. Provide Minitex with any information or assistance that may be necessary in order to provide the Services.

d. Maintain the equipment in accordance with Minitex's instructions.

**FEES AND PAYMENT** The Customer agrees to pay Minitex the sum of \$450.00 (USD) for the Services provided under this Agreement. Payment shall be made upon receipt of the invoice.

**LIMITATION OF LIABILITY** Minitex's liability under this Agreement shall be limited to the fees paid by the Customer for the Services provided under this Agreement. In no event shall Minitex be liable for any indirect, incidental, special or consequential damages arising out of or in connection with this Agreement.

**CONFIDENTIALITY** The parties agree to maintain the confidentiality of all information disclosed by either party to the other party during the course of this Agreement.

**TERMINATION** Either party may terminate this Agreement upon written notice to the other party if the other party breaches any material term or condition of this Agreement.

**GOVERNING LAW** This Agreement shall be governed by and construed in accordance with the laws of the State of Georgia, USA.

**ENTIRE AGREEMENT** This Agreement constitutes the entire agreement between the parties and supersedes all prior or contemporaneous communications and proposals, whether oral or written, between the parties with respect to the subject matter of this Agreement.

**MODIFICATIONS** This Agreement may not be modified except in writing signed by both parties.

**IN WITNESS WHEREOF**, the parties have executed this Agreement as of the date first above written.

MINITECH MACHINERY CORP

By: [insert name] Title: [insert title]

CUSTOMER

By: [insert name] Title: [insert title]