



Software Support Terms & Conditions Rev4

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The software is delivered as is and the client accepts responsibility for evaluating fitness for use in their particular application before purchase. The warranty applies only as to supply of the software on suitable media or electronically in case of loss or destruction.

Our separate software support contract provides unlimited telephone and dial in software support for service contract clients. It also offers free software upgrades to current version for the duration of the contract and software restoration to new or replacement

hardware where required. Software contracts are only available at time of purchase or when existing machines are first upgraded to current contract level at the applicable upgrade rates.

On site software support is only available in special circumstances and is quoted accordingly.

We will not sell an interfaced kiosk solution without a software support contract as software changes regularly and interfaces are likely to break if either party upgrades their software.

We will sell a stand alone kiosk solution without a software maintenance contract however the client will then be responsible for backup and restoring their software.

We do not maintain or upgrade old versions of software.

We do offer a process whereby upgrade to current software is available. If this is required, the current cost of this service is available on application.

Any hardware interaction or hardware service required will be quoted and charged separately.

Checkinn Systems will provide the following contractual software support services at costs as quoted from time to time

- Continuous software upgrades
- Unlimited software support, including rebuilds in the case of hardware failure.
- Maintaining compatibility with continuous Property Management System (PMS) upgrades - This is critical for PMS users as the software link is highly likely to break without this service. We generally will not sell an interfaced kiosk without a support agreement.
- The service agreement is continuing but can be cancelled at any time on a month's notice.