
CONSULTANCY
ON
ERROR
AGREEMENT
UK version



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1 GENERAL

AMC-Consult A/S hereby makes a consultancy visit/remote login available to clarify whether there are errors in AMC Software (Hereinafter referred to as the software). The customer is signing this agreement to the following conditions, for the AMC consultancy visit.

1.1 ERROR IN SETUP

Errors / inconveniencies in setup and use of the software, is not software errors. Therefore AMC's time spent on remedying in such matters, is directly billable.

1.2 ERRORS IN THE USE

If the user has used the program mistakenly or otherwise not been aware of consequences of functionalities and opportunities, AMC's time spent on remedying in such matters, is directly billable.

1.3 HOTFIX

If it turns out that

1. Customer have a support plan 2-4
2. The version used is released no later than 2 years ago
3. The hotfix either already exist or a hotfix is possible to develop.
(few element changes and may not consist / or influence by more than 3 elements)

Such a hotfix will be released and installed as free of charge.

AMC's time spent on development and installation in one environment will be free of charge.

1.4 VERSION

If the current problem does not fall into the section 1.3 following applies.

If it turns out that the software is not updated to the latest version, patches and/or hotfixes, all AMC's time spent on remedying in such matters, is directly billable.

1.5 ERRORS IN PROGRAM CODE DEVELOPED BY AMC

If there in the software are detected problems, which have arisen through errors in the software, the time required for error correction of these, are free of charge to the customer. Time spent in troubleshooting at AMC location or at AMC Azure services these errors are also free of charge to the customer (See however, the section “other issues”). However, time spent on customer location or by remote access is always billable.

Bug fixes in the software will normally be conducted at AMC’s location. If the client in exceptional cases, can’t wait for a new version or patch, the customer can choose to be remedied on their location. In this case, the time required for error correction is billable.

1.6 ERRORS IN PROGRAM CODE DEVELOPED BY EX-SQUARES SUPPLIER INCLUDING ERRORS IN STANDARD-SYSTEM

Time spent by AMC associated with fault detected in the standard system, or third-party software or any kind thereof, is always billable. Whether there are used the time to fix or even troubleshoot.

1.7 CHANGED PROGRAM

If the user, or others than AMC has changed in the software, is time spent by AMC to fix or even troubleshoot always billable.

1.8 OTHER ISSUES

AMC reserves the right to additional billing, if AMC can demonstrate that an expenditure of time due to requirements for the project or circumstances relating to the activity, relates to or arises from the customer.

1.9 DRIVING / TRANSPORTATION

Driving / transportation to and from the customer / installation location is always billable. This applies irrespective which of the above categories have been identified.

Licensee: _____, On ____ / ____ 20__