

## Worldwide On-Site Support

SLA Response Time Same Business Day 4 Hours  
between 9am and 5pm

Version: 01.10.2009

**The Same Day On-Site Support within 4 hours** can be optionally purchased for a number of Pyramid computer systems. This on-site support requires strict adherence to the following rules.

### Important

The Same Business Day On-Site Support within 4 hours can only be used if Pyramid has the signed service contract\*. This on-site support is valid in all countries worldwide.

Minimum purchase is 10 systems per service region. Pyramid is to be informed of the location of the systems before closing this contract. The provision of on-site services response time "same business day" is subject to final approval by Pyramid. The defined location of the systems is a part of every service contract. After the final approval the Service Contract is to be signed by the customer. Services are not available if the location of the systems changes without the agreement of Pyramid.

After closing this contract the customer would be advised of a target date for the services' availability. Pyramid would generally need 2 weeks to deal with the necessary organisational and logistical conditions in order to start providing on-site services in the agreed region.

### Duration

The contract period is for 36 months.

### Scope of Service

- » A technician will service defective hardware on site on the same day within 4 hours as long as the failure report is called in to Pyramid on the same day until 12:00 h noon (customer's local time). Furthermore, the Pyramid technician must determine that on-site service is necessary. If the client is able to, the client is obliged to assist in the diagnosis of the problem.
- » Exchange of defective components that are required to sustain functionality by a Pyramid-authorized technician.
- » As long as the system has an operating system installed by Pyramid at the time of the first delivery (Windows XP, Windows Vista, Windows 7 or Windows Server 2008), the corresponding operating system will be reinstalled after the repair. Available hardware drivers will be included where possible.

The response times are a guide and may vary in some cases (e.g. because of a problem with the transportation route, poor weather conditions, a location that is not on the federal or state road network or the delayed availability of the replacement part). No response time can be guaranteed for islands and mountain regions.

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Registered  
Amtsgericht Freiburg  
HRB-Nr. 3018  
USt.-IdNr. DE142111714  
WEEE-Reg.-Nr. DE 59162004

Place of Jurisdiction  
Freiburg im Breisgau

Tax Number  
06449/40308

**Managing Directors**  
Friedrich Hansen  
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**BANK DETAILS**  
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Our general Terms and Conditions apply.

## **Exclusions**

- » Errors that arise because of a defective or faulty operating system or applications
- » Peripheral devices (mouse, keyboard, monitor, etc.) that are excluded from the on-site service.
- » User software or faulty drivers.
- » Data migration because of a hard drive exchange (but optional by ordering additional services). No responsibility will be taken in the event of data loss.
- » Maintenance work
- » Changes to device configurations or assembly.
- » Corrective maintenance because of improper handling or virus infection.
- » Wear parts and consumables (batteries, toner, data tapes, cleaning tapes etc.)
- » Fixing of possible third-party software (e.g. virus scanners)

## **Liability / Warranty**

The terms and conditions of Pyramid Computer GmbH listed on the overleaf apply here. Pyramid is only liable for deliberate acts and gross negligence. This applies also to technicians working on behalf of Pyramid. In the event of lesser negligence, Pyramid is only liable if a principal contractual obligation was breached. The limitation of liability applies to the compensation of all damages, in so far as they do not lead to injuries to life, body and health.

Defect guarantee with respect to the contract support services: Pyramid is authorized to eliminate the defect through repairs, whereby at least two attempts to repair the item will be granted.

## **Service Conditions**

- » On-site representative
- » Problem reported on business days until 12:00 h noon (customer's local time) to the Pyramid Helpdesk:

Fax +49 761 4514 890

Hotline +49 761 4514 870

Email [support@pyramid.de](mailto:support@pyramid.de)

\* Acceptance subject to final examination by Pyramid