

Worldwide On-Site Support

SLA Response Time Next Business Day between 9am and 5pm

Version: 01.10.2009

Next Business Day On-Site Support can be optionally purchased for a number of Pyramid computer systems.

This on-site support requires strict adherence to the following rules.

Important

The Next Business Day On-Site Support can only be used if Pyramid has the signed service contract*. This on-site support is valid in all countries worldwide. Pyramid is to be informed of the location of the systems before closing this contract. The provision of on-site services response time "next 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 next business day as long as the failure report is called in to Pyramid the previous day between 8am and 3pm (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.

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.

Pyramid Computer GmbH

Bötzingen Straße 60
D-79111 Freiburg

Telefon +49 761 4514 0
Fax +49 761 4514 70

sales@pyramid.de
WWW.PYRAMID.DE

Postfach 600252
D-79032 Freiburg

Pyramid Servicecenter

Bötzingen Straße 60
D-79111 Freiburg

Werk Erfurt

Pyramid Computer GmbH
Feldstraße 1
D-99334 Ichtershausen
(Arnstadt)
Telefon +49 761 4514 541

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
Nikolaus Hensler

BANK DETAILS

Sparkasse Freiburg
BLZ 680 501 01
KTO € 21 11 007
IBAN DE62680501010002111007
KTO \$ 70 630 338
IBAN DE52680501010070630338
SWIFT-BIC FRSP DE 66

Dresdner Bank AG Freiburg

BLZ 680 800 30
KTO €/\$ 40 40 60 000
IBAN DE36680800300404060000
SWIFT-BIC DRES DE FF

Commerzbank Freiburg

BLZ 680 400 07
KTO € 14 00 829
IBAN DE91680400070140082900
SWIFT-BIC COBA DE FF

Our general Terms and Conditions apply.

- » 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 between 8am and 6pm (customer's local time) to the Pyramid Helpdesk

Fax +49 761 4514 890
Hotline +49 761 4514 870
Email support@pyramid.de

*Acceptance subject to final examination by Pyramid