

Software service agreement Biofeedback PLUS

Between:

(referred to in the following as „contractual partner“)

and:

MediTECH Electronic GmbH
represented by the Managing Director
Ralph Warnke
Langer Acker 7
D-30900 Wedemark – Germany

(referred to in the following as „MT“)

Aside from a high quality software product, after-sales support is essential for successful long term use. Particularly very individual user training and adaptations can be ensured and requested. This service contract provides you with a well-rounded and inexpensive support solution.

1. Leistungen

The Contractual partner of the licensed software product receives the following services based on this service agreement free of additional cost:

- Immediate support upon questions regarding usage of software / software functionality
- Up to 8 (eight) hours of free online training or support (remote support included) (regular fee: 160 €/ hour = 1.280 € value) – scheduled appointments.
- Notification via email on free updates and upgrades (at cost). To provide this service, please provide us with the email address to be used for the notification service: (please write as clearly as possible):
_____ @ _____
- Access to our video knowledge base regarding BioGraph Infiniti with currently 50+ video documentations
- Coverage of your annual membership fee with the European Biofeedback Society EGBNV (www.egbnv.eu)

2. Contract duration

The minimum duration of the contract is 12 months (one year). The agreement may be terminated in writing up to 6 weeks prior to this date without giving reason for the cancellation. Otherwise the agreement is extended automatically for one more year. Should we terminate the contract for technical reasons, you will certainly receive a corresponding explanation as well as a refund of your paid contractual fee if applicable. This agreement shall come into effect starting 01. _____ 20 ____ (may also be a date that already passed; if no entry is being made, the date of signature is the starting date of the contract).

Please note: The cancellation notice must be turned in writing and requires written confirmation of receipt by MediTECH to come into effect.

3. Pricing

Cost per month	Cost per month	Cost per month	Cost per month
2022	2023	2024	2025
56,25 €	59,05 €	62,00 €	65,10 €

All prices are valid for the duration of the contractual year. The fee is to be paid in advance at the beginning of the (new) contractual period. The Contractual partner receives a new invoice at the beginning of the new contract period.

4. General Terms and Conditions (GTC)

This agreement is based upon the general terms and conditions (GTC) of MediTECH Electronic GmbH in their most recent version. The GTC are available online at https://www.meditech.de/en_US/shop/terms.

For the Contractual partner:

For MediTECH Electronic GmbH

(date – signature)

(date - signature)

Internal processing by MediTECH

Please leave blank

First-INV OwnCloud WWS-Abo-Module _____