

screenFOOD® Support Agreement

screenFOODnet Digital Signage Retail Services AG offers the following support services:

Support Packages	Annual support contingent	Reaction time	Monthly fees *
screenFOOD® SUPPORT Premium	48 hours	0.5 working days	€ 476.-
screenFOOD® SUPPORT Plus	24 hours	1 working day	€ 245.-
screenFOOD® SUPPORT Basic	12 hours	1.5 working days	€ 126.-
screenFOOD® SUPPORT Light	6 hours	2 working days	€ 65.-

* 10% reduction for screenFOODnet partners

Support according to an agreement is not dependent on a single project. In other words, the hours available can be used for any projects. The reaction time is the time between the customer reporting the problem and the first reaction from screenFOODnet, measured in relation to business opening hours. The support agreement can be terminated after a minimum period of 12 months with notice of three months, concluding at the end of a calendar month, in writing. Invoicing takes place in advance for the following calendar year. All prices are excluding VAT.

screenFOODnet Digital Signage Retail Services AG business hours: Monday to Friday, from 8 am to 12 am and from 1 pm to 6 pm CET

Without a Support Agreement

	Costs per hour*	Reaction time
Without a Support Agreement	€ 140.-	Best Effort

* 10% reduction for screenFOODnet partners

Immediate help for your urgent cases

Inquiry for Express Processing – with or without a contract

Extra fee amounting to 50% on top of the current hourly fee

Inquiry and processing outside regular business hours

Initial charge € 667.-

Plus extra fee amounting to 50% on top of the current hourly fee

screenFOODnet Digital Signage Retail Services AG can refuse Express Processing with good cause.

Please cross as appropriate:

- ☐ We require screenFOOD® SUPPORT Premium
- ☐ We require screenFOOD® SUPPORT Plus
- ☐ We require screenFOOD® SUPPORT Basic
- ☐ We require screenFOOD® SUPPORT Light

Customer (exact address) & stamp

.....
Place, date

.....
Legal signature(s)

This/these signature(s) confirm(s) that the customer has received the support conditions detailed on the following pages and accepts that they are binding.