



# Polychrome Limited – GuildLink Annual Support Agreement

## Terms and Conditions

### 1 Understandings

This agreement covers the provision of services for email, web and telephone support:

### 2 Term

There is a minimum period of 12 months after which the agreement will auto renew. After the minimum term, it may be terminated by giving Polychrome Limited 2 month's written notice.

Polychrome Limited may terminate this agreement at any time by giving 3 months written notice.

### 3 Payments

- Your Annual Amount will be charged to the credit card that you have supplied via PayPal
- After the minimum term, Polychrome has the right to amend the Annual Amount to reflect changes in costs, including but not limited to the consumer price index, interest rates or government taxes.
- You will be notified of any changes to the annual amount by email at least 60 days in advance of your annual renewal date.
- Overdue or declined payments may accrue bank fees which are payable with the next payment. It is also acknowledged that Polychrome can decline helpline and access to the support website if payments become overdue.

### 4 Helpdesk

This agreement includes access for your trained operators to email and telephone help using the Software. Help is available 9am to 5pm week days (excluding public holidays) after receipt of your payment. Help is not offered to untrained operators or on complex issues where in Polychrome's opinion onsite assistance is required. Any onsite assistance or additional support will be charged at Polychrome's normal rates.

### Subscribers will receive the following benefits

- Email and phone based support with using the GuildLink software
- Full access to this helpdesk with
  - training / how to videos
  - member forums, allowing you to share information with other GuildLink users
  - tips and tricks
  - software update notices
- User manual in a printable pdf format

**All new enquiries MUST first be logged using this help desk <http://support.polychromenz.com>**

**You will then be assigned a support ticket.**

*Whilst it is nice to talk, often the reply includes details etc. such as which section of the help covers the issue or details of a video with step by step instructions, these will be confirmed by email.*

### What is not included

- Installation of the software, there are software installation notes for those who are technically capable. If you need help installing the software please purchase one of our fixed price installation options.
- Assistance with transfer to new equipment, (if you buy new PCs and/or Servers) you will need to purchase an installation option.
- Advice on content for example: Standard Operating Procedures, Policies, Job Descriptions etc.
- Other PC hardware and/or software, we can only provide assistance with the GuildLink system. If you are looking for custom software we are happy to quote where it does NOT compete with PGNZ interests.

## **5 Warranties and Liability**

No warranties nor liabilities are given other than those implied by common law with no liability what so ever for consequential damage. The maximum liability of Polychrome will be limited to the original purchase price of the Polychrome Limited – GuildLink Annual Support Agreement. Polychrome accepts no liability for content supplied by the Customer. Polychrome accepts no liability for the Pharmaceutical Services Limited GuildLink application.

## **6 Notices / Law**

You agree to tell us within 30 days in writing if you change your location, email, fax, postal address, payment details or if there is any information that we should know about your ability to comply with this Agreement to:

Polychrome Limited PO Box 25-748, St Heliers, Auckland

Polychrome can give notice by delivering it to your last known software location, email, fax or postal address. The laws of New Zealand govern this Agreement.

## **7 Pricing**

All prices are supplied exclusive of GST.

- Annual subscriptions are subject to annual review after completion of the initial minimum term period.



# Polychrome Limited

## GuildLink Annual Support Agreement

Customer

Trading As

Address

Contact Name

Title / Position

Telephone No

Fax:

Email Address

**Annual Amount Inclusive of GST**

**\$138.00**

**By signing below we acknowledge we have read and agree to the “Polychrome Limited – GuildLink Annual Support Agreement Terms and Conditions”**

Authorised Customer signature ..... Date ...../...../.....

Name and title (if different to details above) .....

Please return to Polychrome Limited:

Polychrome Limited  
PO Box 25-748, St Heliers, Auckland  
Phone (09) 889 4334 Fax (09) 929 3365  
sales@polychromenz.com