

WARRANTY – T7 Hardware benefits of a two year warranty.

As for other Nfive products, our Partner/Installer asks Nfive a RMA (Return Material Authorization) whenever the problem is **T7** Hardware in order to get it repaired, upgraded or swapped. For software setup problems, report to Technical Support. The change of products with problems will be done in our facilities.

TECHNICAL SUPPORT/MAINTENANCE - YEARLY CONTRACT - In order to take the best out of your **T7** equipment Nfive created an yearly renewable Technical Support/Maintenance contract. The benefits are:

- 60 free Technician/workmanship hours yearly, on a rate of 5 Hours per month.
- 50% discount in Technician workmanship after the contracted 60 free hours.
- Free Software and Firmware upgrades.
- Free of charge 50Kms Technician displacement.
- Yearly TS/M Contract cost will be calculated as 3€/year for each line in your T7 system. Security by cost estimation, 180€/year for each card reader, 360€ for each workstation with N5 software, 180€ for camera - CCTV System.

TECHNICAL SUPPORT – Costumers without TS/M yearly Contract, will be invoiced according to the following price list:

- E-Mail assistance > FREE OF CHARGE
- Technician displacements > 0,40€/KM
- Technician Workmanship > 50€/hour
- By Telephone > 50€/hour (minimum charge 25€)

SERVICES – Special developments, pre-installation and programming

- Development Services: 750€/day
- Projects and installations (automation and security):
 - e-mail assistance > free of charge
 - Technician displacements > 0.40€/Km
 - Technician workmanship > 50€/hour
 - By Telephone > 50€/hour (minimum charge 25€)
- Price per line in programming, pre-installation and testing > 5€
- Project Design > 500€/2.000 square meters, chargeable if sold.

DISTRIBUTOR TRAINING

- First training free of charge at Nfive Headquarters with training material included.
 - 1 day (6 hours)
 - Up to 3 technicians per training sessionFurther training actions will be charged 250€/day

T7 PAYMENT TERMS – With project presentation and acceptance 50% of final value. After delivery of the full working solution with User's Manual and conformity to project document, the remaining 50%. If any agreed and documented project changes are implemented before job completion they will be charged at delivery payment.

DISTRIBUTOR DISCOUNT TABLE – Sales made through distribution channel will respect Nfive Price List, Discount Table and Shipping Terms: