



TERMS AND CONDITIONS FOR SERVICE RETAINER

Addendum to General Terms and Conditions of Sales

For times of low project activities or for remote support we offer Retainers.

The smallest Retainer includes 10 hours of support via phone/fax/email/web meeting/ secured remote access with usage of our file server to exchange data as necessary*.

Funds may also be used for on-site support with travel expenses charged additionally.

There is no minimum charge per call. We will keep a log of the time spent on the retainer. This log will be made available upon request and will be issued automatically once the hours are used in full.

Retainers have to be purchased in advance at a fixed rate of \$130.00 per hour.

**Retainers are non-refundable and expire 3 years after the purchase date.

*Disclaimer: No responsibility is accepted for any virus or defect that might arise from opening e-mail or attachments, using the file server access or participating in web meetings whether or not impacted documents have been checked by anti-virus software.

** This rate is guaranteed for retainers purchased in 2018. Pigler Automation, LLC reserves the right to adjust the price after 1/1/2019.