

## MaXCARE FAQ's

1. **What is MaXCARE?** Complete customer care packages that offer guaranteed technical support with discounts on repairs and replacement parts, as well as access to loaner equipment.
2. **Why should I purchase a MaXCARE package?** Because, you will receive priority support (depending on which package you purchase) and discounts on repairs and replacement parts.
3. **What happens if I don't buy MaXCARE?** You will still be able to call for technical support on problems, but you will be scheduled in after MaXCARE customers. Advanced telephone training sessions will be chargeable and scheduled.
4. **Will I have to pay for regular telephone technical support if I don't buy MaXCARE?** No, but you will be scheduled in for support on a first come first serve basis.
5. **What happens if I purchase MaXCARE, but don't use it?** There is no refund for MaXCARE.
6. **Who should buy MaXCARE?** Any customer, who would like to receive priority technical support, discounts on repairs and spare parts.
7. **Which package should I purchase?** Review your current and future needs. Do you require on-site support? Do you need to upgrade your software or purchase spare/replacement parts? Do you want training/support on the new GEMLink features?
8. **Does MaXCARE extend my warranty?** No, but it does provide for discounts on repairs and replacement parts.
9. **If I have multiple sites do I need to purchase a contract for each site?** Yes
10. **Does this contract allow for discounts on new purchases?** Yes, only on newly released products, up to 60 days after rollout. Add-on or expansions do not qualify for discounts per the contract.

### **General Terms & Conditions for All Plans**

All plans begin upon date of purchase and end 12 months from that date. Plans **do not** automatically renew. Customer's account must be current to receive any plan benefits.

**HortiMaX USA Inc.** General Terms and Conditions of Sale apply to each Plan (copy available on request).