



Hortimax USA Inc.

30152 Esperanza
Rancho Santa Margarita
California, 92688
USA

Tel: +1 949 833 1000
Fax: +1 949 833 1116
www.hortimaxUSA.com

We are pleased to offer you the following choices in **MaXCARE** support plans.

MaXCARE *Signature* Support Plan

\$3,200

Three Days of Scheduled On-site Support and/or Training

- *These days can be taken together or separately but total no more than 3 visits.*
- *At least 4 weeks advance notice required for on-site visits under this plan unless otherwise scheduled by **HortiMaX USA**.*
- *Days not used within the plan year cannot be carried over.*

15% Discount on Additional Scheduled On-site Days (Current one-day charge is \$1200)

- *At least 4 weeks advance notice required for additional on-site days under this plan.*

10% Discount on Repairs and Non-Repairable Replacements

Unlimited Signature Priority Phone Support

- *This entitles the customer to priority phone support based on a call in basis to the **HortiMaX USA** Customer Support Manager.*
- *Signature Plan Customers will take priority over all other requests for Customer Support phone time.*
- ***HortiMaX USA** guarantees access to a customer support team member within 2 hours of request.*
- *Requires the customer has a dedicated phone line or permanent TCP/IP access to the **HortiMaX USA** systems via pcAnywhere at all times.*

Emergency Equipment Loaner Program

- ***HortiMaX USA** will loan up to 4 individual parts while customers' parts are with **HortiMaX USA** for repair per plan year*
- *Loaned parts are issued to the customer **free of charge** other than the outbound and return shipping costs.*
- *Loaned parts must be returned to **HortiMaX USA** within 14 days of receipt of the repaired part(s) at the customer's site. Loaned parts not returned in that time will be invoiced to the customer at the current **HortiMaX USA** list price.*
- *Loaned parts in excess of 4 will be made available with a charge of 20% of the current **HortiMaX USA** list price plus outbound and return shipping costs.*
- *GEMLink PC and/or GC Connect PC are NOT included in the Emergency Equipment Loaner Program.*

Configuration Backup Service

- ***HortiMaX USA** will make routine, automatic backups of the customers GEMLink configuration files to the **HortiMaX USA** local server every 3 months for emergency recovery of the customers system in the event of a catastrophic PC failure.*
- *Customer will receive an email confirmation when each backup is performed.*
- *Restoration of GEMLink configuration files will only be completed upon receipt of written request from the customer.*
- *Requires that customer has a dedicated phone line or permanent TCP/IP access to the **HortiMaX USA** systems via pcAnywhere at all times*



System Review Service

- **HortiMaX USA** Customer Support personnel will undertake a twice-yearly pre-arranged, remote review of the customer's current set points and parameters and make recommendations regarding possible changes that would improve system operation and/or efficiency.
- Changes to the customer's set points and parameters will only be made after consultation with the customer.
- Requires that customer has a dedicated phone line or permanent TCP/IP access to the **HortiMaX USA** systems via pcAnywhere at all times.

15% New Product Roll-Out Discount

- When **HortiMaX USA** introduces a new product to the market, Signature Plan customers will receive pre-launch information and receive a 15% discount when the new product is purchased within 60 days of the official launch date.
- This offer cannot be combined with any other offers, promotions or discounts.



MaXCARE *Premium* Support Plan

\$1,800

1½ Days Scheduled On-site Support and/or Training

- These days can be taken together or separately but total no more than 2 visits.
- At least 4 weeks advance notice required for on-site visits under this plan unless otherwise scheduled by **HortiMaX USA**.
- Days not used within the plan year cannot be carried over.

10% Discount on Additional Scheduled On-site Days (Current one-day charge is \$1200)

- At least 4 weeks advance notice required for additional on-site days under this plan.

5% Discount on Repairs and Non-Repairable Replacements

Unlimited Premium Priority Phone Support

- This entitles the customer to priority phone support based on call in basis to the **HortiMaX USA** Customer Support Manager
- Premium Plan Customers will take first priority after Signature Plan Customers for Customer Support phone time
- **HortiMaX USA** guarantees access to a customer support team member within 4 hours of request
- Requires that customer has a dedicated phone line or permanent TCP/IP access to the **HortiMaX USA** systems via pcAnywhere at all times

Emergency Equipment Loaner Program

- **HortiMaX USA** will loan up to 2 individual parts while customers' parts are with **HortiMaX USA** for repair per plan year
- Loaned parts are issued to the customer **free of charge** other than the outbound and return shipping costs
- Loaned parts must be returned to **HortiMaX USA** within 14 days of receipt of the repaired part(s) at the customer's site. Loaned parts not returned in that time will be invoiced to the customer at the current **HortiMaX USA** list price.
- Loaned parts in excess of 2 will be made available with a charge of 30% of the current **HortiMaX USA** list price plus outbound and return shipping costs
- GEMLink PC and/or GC Connect PC is NOT included in the Emergency Equipment Loaner Program

5% New Product Roll-Out Discount

- When **HortiMaX USA** introduces a new product to the market, Premium Plan customers will receive pre-launch information and receive a complementary 5% discount when the new product is purchased within 60 days of the official launch date.
- Up to \$10,000 gross sales value of new product based on current **HortiMaX USA** list prices
- This offer cannot be combined with any other offers, promotions or discounts.



MaXCARE *Basic* Support Plan

\$500

5% Discount for Scheduled On-site Support and/or Training (Current one-day charge is \$1200)

- To qualify for the discounted rate, at least 4 weeks advance notice required for on-site visits.

5% Discount on Repairs and Non-Repairable Replacements

Unlimited Basic Priority Phone Support

- This entitles the customer to priority phone support based on call in basis to the **HortiMax USA** Customer Support Manager.
- Basic Plan Customers will take first priority after Signature Plan and Premium Plan Customers for Customer Support phone time.
- **HortiMax USA** guarantees access to a customer support team member within 8 hours of request.
- Requires that customer has a dedicated phone line or permanent TCP/IP access to the **HortiMax USA** systems via pcAnywhere at all times.

Emergency Equipment Loaner Program

- **HortiMax USA** will loan up individual parts while customers' parts are with **HortiMax USA** for repair.
- Loaned parts issued to the customer will incur a charge equivalent to 35% of current **HortiMax USA** list price for the part, plus the outbound and return shipping costs.
- Loaned parts must be returned to **HortiMax USA** within 14 days of receipt of the repaired part(s) at the customer's site. Loaned parts not returned in that time will be invoiced to the customer at the current **HortiMax USA** list price.
- GEMLink PC and/or GC Connect PC are NOT included in the Emergency Equipment Loaner Program.

5% New Product Roll-Out Discount

- When **HortiMax USA** introduces a new product to the market, Basic Plan customers will receive pre-launch information and receive a complementary 5% discount when the new product is purchased within 60 days of the official launch date.
- Up to \$5,000 gross sales value of new product based on current **HortiMax USA** list prices
- This offer cannot be combined with any other offers, promotions or discounts.

General Terms & Conditions for All Plans

All **MaXCARE** 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).