



# HELP DESK AGREEMENT

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Customer / Plant
Company name:
Account number:
VAT number
Address:
Phone & Email:
Country:
Site manager, name:
Site manager, phone & email:

Installation
Name:
Location:
Project number:
Description

Content of agreement	Comments
Help Desk Support caused by operating disruptions during agreement period	
Help Desk Support available by phone/online; Monday to Friday: 7.30am – 3.00pm (UCT +1)	
Other	
This agreement price is based on 1 year support from date of signing	

When signing this Help Desk Agreement a charge of € 500.00\* per year will be in effect until one of the parties terminates this.

This agreement does not cover installations or start-up of systems that is not produced/delivered by SKIOLD. If this service is required by SKIOLD, an hourly rate will be charged.

For SKIOLD systems separate agreement will be made for installations/commissioning.

Any termination must be done with a written warning minimum 1 (one) month before the exit of the yearly support.

**Date & Signature / stamp Client**

**Date & Signature / stamp SKIOLD**

\*All prices are current prices in the specified currency. SKIOLD AS shall have the right to change prices, if changes occur in material supplies, wages exchange rates or any other circumstances beyond SKIOLD`s control.