



TECHNICAL SUPPORT

FORESIGHT SPORTS EUROPE

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Foresight Sports Europe offers 3 tiers of support to keep your hardware and software running in the event of any technical difficulties: **Online Support; Enhanced Support; Business Critical Support**. Support package details can be found on page 2.

We have a dedicated in-house team of technical experts to help keep your simulation software, launch monitors and other hardware running as seamlessly as possible.

This document provides details on the support packages available so you can select the one most suited to your requirements. Should you require any further assistance, please don't hesitate to give the team a call on +44 (0)1483 551561.

NEW CUSTOMER SUPPORT

All new GC2, HMT, GCQuad & GCHawk customers receive the following free of charge:

- Remote assistance to setup launch monitors, computers, projectors, and environmental installations that have been supplied by FSE.
- Enhanced Support for one year from the date of shipping (see next page for details of the cover).
- An account to access to online resources.
- Invitation to submit news and feedback that may be promoted by Foresight Sports Europe (FSE) in online and social media; to assist with the promotion of the products, the customer and their business.

All installations of a full simulator receive the following free of charge:

- Business Critical Support for one year from the completion date of the installation (see next page for details of the cover).
- Warranty support for the products is provided as per the Terms & Conditions of sale.

ADDITIONAL CHARGEABLE SERVICES

For services beyond the free support set out above, or for any non-warranty service on products beyond valid warranty, or for products not supplied by FSE, FSE offers services at a rate of £50+VAT per hour including:

- Remote dial-in sessions
- The setup of hardware, projectors, and environmental installations
- Software tutorials
- Blueprint or designs for space and specifications
- Non-warranty repairs

FSE provide two levels of set-up for non-FSE computers; an in-house service for £100 + VAT (computer must be delivered to and picked up from our facility in Guildford) and a remote service for £150 + VAT (good internet connection required). Both services include loading the correct software, removing unnecessary / problematic software and files, and optimizing the system and graphics card for best performance.

If on-site attendance is required this is charged at £150+VAT for the first hour and £75 + VAT per hour thereafter plus expenses (details of expense rates are detailed in point 18 of the Terms and Conditions).

EXTENDED WARRANTY

A 1-year extension to the manufacturer's standard warranty, which also includes free Enhanced Support, is available at £599 + VAT per GC2 or HMT, and £795 + VAT per GCQuad. This will extend your manufacturer's warranty by 1 year.

NON-FORESIGHT SPORTS EUROPE EQUIPMENT

We recommend that where possible customers purchase computer, projection and ancillary equipment from FSE. The products we provide are selected and optimised for use with Foresight Sports equipment and are also covered by our warranty and support services. Non-FSE supplied equipment is not supported by FSE, and often does not perform as well and is not as reliable as the equipment FSE provides.

EXPIRED OR NO SUPPORT

If your Enhanced or Business Critical support reaches its expiry date and you choose not to renew it, or you do not have a support contract, then you will not have access to the enhanced support services (such as telephone support, remote dial in sessions, loan launch monitors, and discounts on repairs).

The support services available will be limited to:

- Access to online support articles explaining how to resolve common issues
- Non-priority email support via support@foresightsports.eu

SUPPORT LEVEL AGREEMENTS

Two additional levels of support are available as per our Enhanced, and Business Critical Services and as per the Foresight Sports Europe Support Contract and Service Level Terms & Conditions. Please ask your Foresight Sports Europe contact for further details.

Thank you for reading - we look forward to serving you!



SUPPORT CONTRACT OPTIONS



	ONLINE SUPPORT	ENHANCED SUPPORT	BUSINESS CRITICAL SUPPORT
Limited telephone and email support	✓	✗	✗
Chargeable Remote Dial In sessions	✓	✗	✗
Access to Help Guides and the Library	✓	✓	✓
Unlimited telephone, email and remote login support	✗	✓	✓
Free shipping (currently available in the UK only)	✗	✓	✓
Access to loan unit (currently available in the UK only)	✗	✗	✓
10% discount on non-warranty repairs, and on-site service	✗	✗	✓
Pricing details	Remote Assistance @ £50/hr Next day collect and return shipping @£30 (UK only)	£180 / System or £17 / system per month via subscription	£360 / System or £32 / system per month via subscription

A 10% discount is applied to the total order where 2 years' cover is purchased in advance; and 20% where 3 years are purchased.

All prices exclude VAT which will be added at the rate applicable at the invoice date.

Customers who let their cover lapse will be charged an additional 30% on purchase of a new contract; and the setup of the contract may also take up to 72 hours from payment and may delay any support required.

Please see the Support Contract and Service Level Terms & Conditions attached for full details.



SUPPORT CONTRACT AND SERVICE LEVEL TERMS & CONDITIONS

This Support Contract is between Foresight Sports Europe ('FSE') and the customer named on the invoice ('the Customer') and relates to the Equipment, Contract Start Date and Annual Fee detailed on the invoice. The services provided by FSE are detailed below and in the relevant Service Level. This contract does not alter or override the warranty provisions or any other provisions in the Terms and Conditions of Sale relating to the product(s).

- 1.** FSE will provide the services as per the Support Level selected and detailed on the invoice.
- 2.** The Customer is responsible for the careful and proper operation of the Equipment and for the preventative maintenance and care set out in the product manuals, demonstrated during any training, and as updated and provided by FSE to the Customer from time to time.
- 3.** Valid Support Contract Customers will receive priority in all matters over Customers who do not have a contract in place. Support will be provided as quickly as possible although no delivery timescales or service levels can be guaranteed. Support is available weekdays 9.00am to 5.30pm UK time excluding UK national holidays.
- 4.** For all non-Warranty repairs, any spare parts or extras required will be charged at the prices applicable at the time and as published by FSE.
- 5.** This agreement will not automatically renew on the anniversary of the Contract Start Date. You will be notified by a member of staff about the laps of the contract prior to the lapse.
- 6.** Where a lapsed contract is renewed after the renewal date an additional 30% of the contract value will be charged, and the contract and provision of services could be delayed by up to 72 hours after receipt of payment.
- 7.** This contract is not transferable to a new owner of the Equipment provided. In the event of transfer to a new owner the Customer must confirm the new owner's details and date of ownership change in writing to FSE within 14 days of the change.
- 8.** At the point where the Equipment is 3 years old (from date of shipping) FSE reserve the right to not offer any support contract options. FSE can also refuse to offer support contract options, or can terminate support contracts already in place, for any reason including suspected misuse of the equipment.
- 9.** FSE can revise the contract pricing at any point but will give at least 30 days' notice of any price rise prior to the end of the contract period. To guarantee current pricing Customers may pay in advance for more than one year's cover. Non-contract pricing may be altered without notice.
- 10.** Where applicable, loan units will only be sent once all other reasonable steps have been undertaken to ascertain and remedy the issue. The client must make themselves available to run through any necessary checks with the FSE support technician and if it is found on return that the faulty unit could have been repaired by the Customer, or did not need to be returned, then the client will pay all shipping costs (plus an admin fee for packing and handling etc.) for both units (if applicable).
- 11.** Loan units will be the closest match available but will not necessarily be the same brand or model (a GC2 & HMT may replace a GCQuad, or a GCQuad may replace a GCHAWK for example).
- 12.** Loan units will be sent to the delivery address noted on the invoice (or other address if confirmed in advance in writing by the Customer) and the faulty unit must be ready to be picked up at the point of delivery and must be properly boxed and protected.
- 13.** Any damage in transit due to poor packaging will be the responsibility of the Customer and repair works/parts will be invoiced accordingly.
- 14.** Where the Customer is responsible for shipping, they must ensure the shipment is insured for its full replacement value. The value will be noted on the loan agreement form.
- 15.** A loan unit will be released to the customer only after a signed Loan Agreement form has been returned and is approved by the Support manager.
- 16.** The loan period may be declined or limited to 2 weeks at FSE's discretion in cases such as irreparable or malicious damage. No loan units can be supplied in the case of theft.
- 17.** Where an original or loan unit is not returned to FSE within 5 working days of a request to do so, FSE will charge a daily rental of £50 plus VAT until the unit is received at our Guildford office, and/or request that the Customer purchases the unit at full market value plus VAT (in which case the Customer must pay the full invoice value within 14 days of the invoice date, and if this payment is not received in time then a penalty of £50 + VAT per day will be charged from the end of the 14 day period to the date of receipt of the unit). In addition, an administration and courier charge of £50 + VAT will be charged if the unit is not ready for collection by the courier, where a courier has been arranged for a pick-up by FSE.
- 18.** The definition of 'year' in terms of the number of exchanges per year is the calendar year immediately following the contract start or renewal date. An exchange will be honored if the issue is reported within 365 days of the contract or start date even if the loan period falls in the next year, as long as the contract is renewed, and all other terms herein are also met.
- 19.** On-site attendance availability will be dependent on distance from our Guildford office and travel time will also be charged at 50% of the on-site hourly rate. Expenses and subsistence will also be charged including mileage at a rate of 45p per mile from GU3 3BH.
- 20.** FSE will charge full rate for works and/or parts supplied where the work is undertaken on a unit not covered by a current support contract including a hardware diagnosis charge of £50+VAT.
- 21.** If the Customer purchases additional products at a later date the Customer must purchase cover for the new product(s) at the same level as the existing product(s). This will be charged at a rate pro rata with the number of days left until the end of the original support contract. Cover for all products will then be renewed together on the renewal date.
- 22.** A reliable internet connection is required to enable our Support Agents to remotely dial into your system and provide the Service Level purchased. If a reliable internet connection is not available, then the level of support provided will be greatly reduced as a result with no refund provided.
- 23.** To provide a remote session to a customer without support at the cost listed, a verbal or written agreement must be made before work is carried out by the agent. After the work is completed the session will be invoiced. If payment is not made within three working days then all future support will be withheld.
- 24.** To access the online support guides the Customer will need to register for a ZenDesk customer account. This is a free service and can be done via email or a Google account.