



Combined Support Plan – Terms & Conditions

General

- See “Combined Support Plan – Features” document for included services.
- Included services are intended to be delivered online except upgrade implementations will be delivered onsite, if requested, subject to the regular travel charge.
- All installed Adagio and Third Party modules must be included in your Combined Support Plan.
- This agreement includes support for the Adagio and Third Party modules listed on the invoice unless specifically stated otherwise.
- Only current versions are supported under a Combined Support Plan. A “current version” is either the currently shipping version or may be the prior version if the currently shipping version was released within the last six months.
- Until expired, this agreement is irrevocable; without exception, all payments must be made when due.
- If this agreement is not renewed by the “Expiry date” on the invoice, all open issues will be closed and no further work will be performed until the new plan is in place.
- This agreement commences on the “Effective date” on the invoice or the date we receive your first payment, whichever is later.
- All services are provided assuming you have made a full backup of your data within the last 24 hours and it can be restored in the normal manner. Our liability is limited to assisting with the restore of this backup.
- If any payment is not made when due, then all payments not yet made, plus reasonable costs for collection, are immediately due and payable. All support services will be suspended until payment is made.
- AccSys Solutions must be your Adagio dealer of record. If you change your Adagio dealer of record prior to the expiration of this agreement then this agreement will be considered terminated on the date your Adagio dealer of record was changed. Any remaining payments due under this agreement are payable immediately. All open issues will be closed.

Exclusions

- To minimize delays, if an excluded service (see below) is required and can be resolved for a consulting fee of \$500 or less, approval for that work is deemed to have been given per this agreement.
- Training is not included, except in-depth review of upgrades implemented under the Gold plan.
- Support is provided only on the most current shipping version (or the previous version if the current version has been released within the last twelve months).
- These consulting services are excluded from the Combined Support Plan. This list is not intended to be all inclusive.
 - Developing new processes and procedures
 - Implementing new modules or installing Adagio on new workstations or servers
 - Creating or modifying financial reports, form specifications, Crystal reports, or GridView views
 - Training on new features in module upgrades for financial reports, form specifications, Crystal reports, or GridView views
 - Creating or modifying import files and templates
 - Database repairs
 - Supporting any custom solutions or integrations with non-Adagio solutions
 - Resolving issues from equipment failure or operator error
- Software supported directly by the developer (Bravo, CRW, Edisoft, Lenmax, North49, linXsoft, and VirtualVendor) are not supported in your Combined Support Plan. We would be happy to assist you with these modules on a best efforts basis. Gold plan members will not be charged for an initial problem review that is then referred to the developer for resolution. Please note that we no longer support Paymate solutions.