

D4 Data Pty Ltd

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Aqua Data Support & Staff Training Agreement v 1.1

This document defines the Aqua Data support and staff training offered by D4 Data Pty Ltd to customers. This initial agreement covers the period up until 30th August 2015.

A support fee will be paid by four payments. The first payment is due on signing this document. Subsequent payments shall be due on 1st of December 2014, 1st March 2015 and 1st June 2015. Each payment shall be \$ 80 + gst. The customer will provide Visa or MasterCard details below for payment of the fee. D4 Data reserves the right to charge additional fees if the support required in any one quarter exceeds 3 hours.

The support agreement will be automatically renewed on the 1st September each year. Either party can give 30 days' notice of their intention to withdraw after renewal.

Each quarter D4 Data will offer customers a rebate of \$ 25 per \$ 1000 of purchases of LaMotte Spin Disks and Palintest photometer grade test reagents during the previous quarter. Purchases to exclude gst. and freight. D4 Data may advise customers of a revised fee and rebate rate after the expiry of the initial agreement.

Support will only be available during normal business hours in Melbourne. Requests for support specifying the issues involved together with a contact name and mobile phone number to be sent in the first instance to mail@d4data.com.au D4 Data will use its best endeavors to contact the customer within 1 business day to arrange a login session. Support and training are only available on computers that are connected to the internet and have Team Viewer installed.

Inclusions;

Aqua Data upgrades. Up to 2 on-line staff training sessions of no more than 20 mins. In any one quarter.

Exclusions:

Restoration of lost data due to any cause. Operating systems including printer drivers and updates to third party software. Hardware including computers, cables, test equipment and dongles. Aqua Data upgrades that add new features.

Business Name

Address:

Contact #1 Name: Position

Mobile: e-mail.....

Contact #2 Name: Position

Mobile: e-mail.....

Credit Card Number Expiry /..... CSV

Customer Signature:

Position: Date:
