

RTI ANNUAL SUPPORT CONTRACT

RTI offers an annual support contract for the RTI Harlequin RIP and Print Production Manager. Users can initiate an annual support contract at any time. In order to initiate an annual support contract the RIP must be the same version as is currently shipping. Customers using an older version (excluding minor revisions) of the RIP must upgrade to the current version before purchasing a support contract. Annual support contracts begin on the date of purchase and last for 12 months.

An RTI annual support contract offers the following methods of communication during normal technical support hours (Monday through Friday 8:30a.m. to 5:00p.m. and Friday 8:30a.m. to 4:00p.m. Eastern Time) excluding holidays:

- Telephone
- Fax
- Email
- Online Chat
- WebEx (web based remote diagnostics)

The RTI Annual Support Contract costs \$1,495 per RIP license and annual renewals will be available at a cost of \$995 per year. The RTI Annual Support Contract includes:

- Free software upgrades including minor and major releases
- Unlimited technical support during normal technical support hours

Users with annual support contracts will automatically receive software upgrades for the RTI Harlequin RIP and/or Print Production Manager released during the contract term. This includes minor and major product releases. Hardware upgrades such as computer upgrades, dongle upgrades and interface card upgrades are not included.

RTI reserves the right to cancel an annual support contract at our sole discretion and refund a prorated amount for the remainder of the contract. Annual support contracts must be paid in full before they become effective. For more information or to purchase a support agreement, fax this sheet to 941-924-0699 or email support@rti-rips.com.

Dongle Serial Number: _____

Dongle Security Number: _____

Company Name: _____

Contact Name: _____

Contact Phone: _____

Contact Address: _____

By signing below, you agree to the terms and conditions listed above.

Customer Signature: _____

Date: _____