



SERVICE AND UPDATE AGREEMENT DECLINE FORM



DECLINE OF IQ BUSINESS/IQ POS SERVICE AND UPDATE AGREEMENT

IQ Retail provides a full support plan for all clients by way of the following:

- Telephonic Support
- Email Support
- Remote Access Support
- Major Version upgrades *

Additional support may be obtained through IQ Retail's independent Value Added Resellers. Reseller support does not fall within the scope of this contract.

NOTE: All IQ Retail Value Added Resellers are independent consultants acting in their own capacity. Value Added Resellers are NOT agents of IQ Retail and as such IQ Retail will NOT be held liable for any misrepresentation, false claims, any information given or any action performed by a Value Added Reseller, whatsoever.

Minor/Major updates

- Minor version updates – These are minor changes, fixes and enhancements made on a continual basis within the system. For example from version 5.0.2.0 to version 5.0.2.1. These are free for all users. However these updates only continue until a major version is released. Thereafter all users must upgrade to the next major version.
- Major version upgrade* – These are major system enhancements and changes that are released periodically. For example from version 5.3.9.8 to version 6.0.0.1. Such major releases include large modules, features and major system enhancements. These upgrades involve a software upgrade cost, unless the client has an existing Service and Update Agreement. (Installation charges not included)

NOTE: Only clients who have existing Service and Update Agreements may qualify for free Major version upgrades*

FOR EXAMPLE: When IQ Business releases a new Major Upgrade Version 2:

- A user with 3 licences of IQ Business with a Service and Update Agreement will not pay for the new Major Version 2.
Annual cost for SUA and Upgrade Version 2 = R 2 700
- A user with 3 licences of IQ Business without a Service and Update Agreement will pay for the new Major Version 2.
Annual cost for Upgrade Version 2 only = R 4 200

It is therefore highly recommended that all users subscribe to the Service and Update Agreement as this is more cost effective and includes Support.

PLEASE FAX TO: 086 599 3147

It is compulsory that all clients who choose not to take out the Service and Update Agreement must sign this document.

I, the undersigned, declare that I have read and understood all of the above. I hereby **decline** the Service and Update Agreement.

NAME: _____ **TEL:** _____

COMPANY: _____ **EMAIL:** _____

REASON FOR DECLINE: _____

Signature **Date:**

VAR NAME:

Signature **Date:**



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