Annual Support Contract Terms

Annual Support Contract offers one year of proactive Product Maintenance Updates to NuDesign standard products, when they become commercially available.

The Product Maintenance Updates consist of software optimizations, enhancements and bug fixes.

The Product Maintenance Updates are available for download from our secure site at www.ndt-inc.com. NuDesign may advise the Licensee of new updates being available but it is the responsibility of the Licensee to periodically visit the secure site and verify revisions numbers of the latest product releases.

Included in the Annual Support Contract are Support Incidents. These incidents can be used for clarifications on features, product usage, best practices, etc.

A Support Incident consists of all communications required to reasonably solve a given issue raised by the customer. NuDesign's objective is to make the Licensee become productive in the shortest possible time.

Such support is for unmodified NuDesign Software provided by NuDesign to Licensee; should Licensee modify the NuDesign Software source code, NuDesign will still support the unmodified NuDesign Software provided that Licensee is able to isolate failures or support issues to the unmodified portions of the NuDesign Software.

The Support Incidents do not include any software design or consulting services specific to Licensee's own application.

The Extended Support Contracts, Development and Consulting Services designed to assist Licensee solve their specific design and development questions are available upon request.

Communications can be any combination of Phone or E-Mail. Phone support is limited to Monday to Friday, 9:00 A.M. to 5:00 P.M. Eastern Standard Time.

Thank you for choosing NuDesign Technologies products.