

Service Contract

This contract is concluded between the

Vizoo GmbH, Johann-Karg-Str. 30, 85540 Haar, Germany

hereinafter called "Vizoo", and

A company purchasing the xTex Software,

hereinafter called "client".

1. Beginning

The Service Contract is mandatory for the 12 months after purchase of the xTex Software and begins with the transfer of the xTex Software license details (by email or invoice) from Vizoo to the client.

The annual fee will be charged in advance, plus any applicable taxes.

2. Content

The service Contract contains the following:

2.1 Software Updates

The contract includes free updates of the xTex Software during the term of the contract.

Vizoo plans for at least one major software update annually. Updates contain new features, improvements and bug fixes. The updates can be downloaded directly from the Vizoo Customer Portal

<https://customers.vizoo3d.com/>.

A newsletter announcement will be made for each new xTex Software Update, the client can subscribe to the newsletter via the Customer Portal.

2.2 Support by phone

The contract includes support by phone for technical and application-specific problems.

Support contact number: +49 89 379 176 44 (country-specific tolls may apply)

Operating hours: 8am to 5pm (CET), Monday–Friday (excl. German bank holidays)

2.3. Support by email

The contract includes support by email or ticket system (<https://customers.vizoo3d.com/support/>) for technical and application-specific problems.

Support email address: support@vizoo3d.com

Operating hours: 8am to 5pm (CET), Monday–Friday (excl. German bank holidays)

Response time: within 24 hours

2.4. Vizoo Customer Portal

During the term of the contract, the client has access to the contents of the Vizoo Customer Portal.

These include:

- Support ticket system
- Video tutorials
- Learning courses

Contact

Vizoo GmbH
Johann-Karg-Str. 30
85540 Haar
Germany

Managing Partners:
R. Meier, M. Semsch
Registry Court: Munich, HRB 231344
Sales Tax Id No.: DE292070197

- Frequently Asked Questions
- Troubleshooting
- Software & Hardware manuals
- Software downloads

The contents are regularly updated. A user account for the Customer Portal will be created by Vizoo, after the client provides the email address of the respective user.

3. Term and Renewal

The Service Contract will be closed for one year. Upon expiration, the contract will be renewed automatically until the client or Vizoo terminates it according to the regulations (see paragraph 4). Invoicing will take place no later than 14 days before the start of the new Service Contract.

4. Termination

The client can terminate the Service Contract at any time by written notice (email) to support@vizoo3d.com or via the Customer Portal account. Termination has to happen at least 14 days before the automatic renewal of the contract. Upon termination, Vizoo continues the service until the end of the period in which the client terminated.

Vizoo reserves the right to end the contract due to important reasons at any time, and will reimburse the client accordingly.

Customers without an active Service Contract may use any software updates prior to the termination date.

Should the client wish a software update if the Service Contract has already been cancelled, Vizoo reserves the right to charge the normal list price.

Munich, March 5 2019

Vizoo GmbH

Contact

Vizoo GmbH
Johann-Karg-Str. 30
85540 Haar
Germany

Managing Partners:
R. Meier, M. Semsch
Registry Court: Munich, HRB 231344
Sales Tax Id No.: DE292070197