



Professional Software Design Pty Ltd  
ABN 62 078 390 235  
www.psdesign.com.au  
Phone: +61 8 9444 1278  
Facsimile: +61 8 9443 9878  
E-mail: admin@psdesign.com.au  
PO Box 106 Mt Hawthorn WA 6915

## PSD Logistics Software Maintenance and Support Contract

To purchase a PSD Logistics Software Maintenance and Support Contract ("the CONTRACT"), please read the Terms and Conditions over the page, complete this form and fax it, accompanied by an official purchase order, to +61 8 9443 9878.

The CONTRACT should be renewed each year for continued support. The CONTRACT starts on the day that we receive your purchase order.

Professional Software Design will provide the following services for one calendar year from the CONTRACT start date:

- Provide major and minor version upgrades of the computer program named PSD Logistics ("the SOFTWARE"), if the CONTRACT has been renewed annually since the original purchase of the SOFTWARE.
- Provide phone, fax and e-mail support for the SOFTWARE. Calls should be made during normal PSD working hours (West Australia).

### End-user Information

Enter information about the end-user of the SOFTWARE in the table below.

Company Name	
Street Address	
City/Suburb	Postcode
Postal Address	
City/Suburb	Postcode
Country	
Contact Name	
Phone	Facsimile
E-mail Address	



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## PSD Logistics Software Maintenance and Support Contract

### Terms & Conditions

#### Software Upgrades

A current CONTRACT, which has been renewed annually since the original purchase of the SOFTWARE, entitles you to major and minor version upgrades if such upgrades become available during the term of the CONTRACT. If the CONTRACT has not been renewed annually, since the original purchase of the SOFTWARE, then Professional Software Design ("PSD") will provide support for the SOFTWARE but will not provide software upgrades.

PSD does not warrant that there will be any upgrades to the SOFTWARE during the term of the CONTRACT.

#### Support Policies

PSD reserves the right to update and change, from time to time, the terms, conditions, support features, procedures and pricing of the CONTRACT. You can always find the most recent version of the CONTRACT at [www.PSDLogistics.com](http://www.PSDLogistics.com). PSD may change the CONTRACT without notice to you, by posting a new version on its web site. Use of the SOFTWARE after such a change constitutes acceptance of such changes.

PSD support benefits only apply to the PSD product for which the CONTRACT is held.

#### Service Availability

Support is only available for the period of the CONTRACT. To continue to receive support benefits the CONTRACT must be renewed annually. Service is available during normal PSD office hours, which are from 8:30am to 5:00pm Western Australian Time. Service availability may occasionally deviate from stated hours due to downtime for systems and server maintenance and public holidays. Support is not available for two weeks during the Christmas period. PSD cannot guarantee that you will not experience some delay in having one of our technical support consultants answer your query.

#### Support Topic Limitations

PSD will only provide support in the following areas: installation, upgrade assistance, usability and functionality, as described in PSD product documentation. PSD does not claim to resolve connectivity issues caused by third party services, service providers, hardware or software, or networking problems. The determination of the nature of your query for these purposes will be made by our technical support consultants.

I have read and agree to the CONTRACT Terms and Conditions outlined above:

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_