GERBER SCIENTIFIC PRODUCTS

TITLE: **Support First Contract**

Category: Marketing / Sales / Support

Document Number: 3000

Supplied by: Gerber Service

Last Modified: Updated August 2013

Summary: Support First Contract

Support First™ from Gerber Scientific Products

The Priority Support Plan That's Right for You *and* Your Business!

Thank you for choosing Gerber software products. Now, for the first time user, and for those adding additional products, we offer you Support First, a comprehensive customer assistance program.

At Gerber, the customer comes first. And Support First makes that a reality.

Our Technical Software Support Specialists are ready to answer your questions, and eager to solve your problems quickly and correctly, adding even more power and value to your Gerber software purchase. Subscribe to Support First today!

What's Included:

- Support First includes priority assistance for one year, provided by a Technical Software Support Specialist
- Coverage for Omega™ 2.5 and higher software
- Assistance hours of 8 a.m. to 7 p.m. EST Monday through Friday
- Express callback (usually within one hour)
- Online software downloads

We have coverage for the repair cost of a security block/dongle and CD/DVD replacement for Support First members:

	Support First Member Price	Standard List Price
OMEGA Security Block repair/replace (Not available for GA versions or OMEGA version 2.0 and lower)	$0.00	$363.00
Repair/Replace OEMGA Program CD/DVD's (Not available for GA versions or OMEGA version 2.0 and lower)	$0.00	$82.50

You've chosen the best graphic design and production software for your business. Now enjoy the best in customer support. Join the club now! We are here to help you make great graphics…yours!

GERBER SCIENTIFIC PRODUCTS

Support First Enrollment Form

Support FIRST™

✉ Mail: Support First Administrator
Gerber Scientific Products
24 Industrial Park Road, West
Tolland, CT 06084

FAX (866) 418 - 6007

☐ Yes, enroll me in Gerber's Support First Priority support plan for 1 year at $365.00 USD*
☐ Please extend my current Support First subscription for an additional year for $365.00 USD*
Please add applicable Sales Tax

Company Name:			
Contact/Owner:			
Address:			
City, State, Zip:			
Telephone:			
Cell:			
Fax			
e-mail address:			
Serial number(s)			

Indicate Payment Method	☐ Check	M/C ☐ Visa ☐ Amex ☐	Distributor Purchase Order ☐ (Submitted by Distributor only)
Credit Card Information	Card number:		Exp date
	Card holder name:		
Signature			

The cardholder herby acknowledges that GSP is authorized to charge the listed credit card account for fees and other amounts required hereunder.

FOR DISTRIBUTOR USE ONLY:	
Distributor	City, ST:
Telephone:	Distributor P.O.

FOR GERBER USE ONLY			
SAP ID #			
Approval Code		BATCH Number:	
Payment Amount Received:			
Coverage Start Date:		Date Received:	
Contract number		Coverage End Date:	

*These programs available in the USA only, for support internationally, please contact your distributor.

Enrollment: All contract benefits begin immediately upon receipt of payment by Gerber, with the exception of replacement hardware components (CD/DVD's-Dongle). Coverage for hardware components begins immediately upon receipt of payment if you are renewing an existing contract that has not yet expired or begins 90 days from receipt of payment for all other contracts.

GSP Technical Support excludes technical support for networking, use with non-GSP products, problems resulting from computer hardware deficiencies or other problems. Contact GSP for details. As the services provided under SUPPORT FIRST are limited to responding to telephone questions of subscribers and as a result, GSP will not have direct access to the user's application or opportunity to observe the operation of the programs or equipment. NO WARRANTY can be made by GSP with respect to any services provided under SUPPORT FIRST. In no event shall GSP be liable for any damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising our of services provided under SUPPORT first, even if GSP has been advised of the possibility thereof.