

Terms and conditions of RayMedi Annual Support Assurance (ASA)

1. Subjected to GoFrugal Technologies End User License Agreement, Support Entitlement & GoFrugal product life cycle plan
2. The ASA period is one year from the date of expiry of previous support subscription
3. Services offered as part of ASA are
 - a) Response to issues and resolution based on the severity of the issue and priority
 - b) Patch updates, if required
 - c) Fix for product bugs, if any
 - d) All doubts and issues will be solved through phone or using remote desktop tools
 - e) We are not taking the responsibility of data entry work
 - f) RayMedi solution do not require any preventive maintenance visits
4. Contacting GoFrugal and Support Ticket Management
 - a) Please call the 24x7 Response center at **+91 435 302 7900** to record your complaints and insist on the support ID
 - b) GoFrugal has invested on a support management system to record, track and resolve customer issues effectively and efficiently. All the Support incidents are tracked using the Support ID given to the customers as soon as the issue is logged. Please quote the support Id for follow-up
 - c) If you have a broadband connection, please let our support team know so that we can provide remote support over the same to solve the issues quickly
 - d) To continue to keep quality of service higher and the cost lower for all of us, we encourage you to get issues solved over phone, email, web or over remote desktop tools
5. Special Services, Retraining etc.
 - a) The re-installation charges are Rs.1000 for up to 1 server and 1 client for 1 company. For each additional client system a service fee of Rs.500 will be charged. Similarly, for each additional company Rs.500 service fee will be charged. Valid ASA is must for reinstallation. When the customer is not covered by valid ASA, he is not entitled to reinstallation service
 - b) Apart from standard training which GoFrugal provides, if the customer needs additional training the charges for the same is Rs. 2500 per day
 - c) If you don't have broadband connection in your business. you should pay additional 50% on ASA charges
6. Payment for ASA
 - a) Payment can be made by a valid demand draft or cheque favor of "GoFrugal Technologies Pvt Ltd"
 - b) All payments are subject to realization. In case of dishonored cheques the penal charges Rs.1000 per cheque
 - c) If there are any outstanding ASA charges, please send the payment for the same before calling us for the support
7. Product Lifecycle Plan : Please note that as per current product life cycle plan, RayMedi RE 4, RayMedi DE 4 and RayMedi RPOS 6.3 are retired on December 31, 2008. Support is not available beyond this date. Customers are requested to upgrade to RayMedi RE 6, RayMedi DE 5 and RayMedi RPOS 6.5 respectively at the earliest to enjoy enhanced product and superior service

RayMedi Customer Response Center Number +91 435 302 7900