



Disclaimer: No Support Contract

This document acknowledges that the client releases Retail Information Systems (RIS) from any and all liability relating to damages to any computer hardware or peripherals, damage or loss of data, loss of sales, loss of revenue, loss of productivity, perceived system performance or expenses related to system recovery; due to choosing NOT to purchase any Support Contract.

By signing below I acknowledge and understand that;

- Choosing NOT to purchase any Support Contract as recommended by RIS WILL result in delays in response time and requires prepayment when support is required. _____ **Initials**
- By declining to purchase any Support Contract, I may and probably will experience deep frustration as I attempt to support the POS System through self-diagnosis and may result in longer times to repair said system when our services are finally called upon. _____ **Initials**

I understand and agree that per incident support rates are as follows:

Pricing for phone tech support **without a support contract** will be as follows:

\$250.00 for the 1st hour with 2 hour minimum and any time over 2 hours will be charged at \$150.00 an hour in 15 minute increments. Pre-Paid.

This is per incident – each incident will be billed separately.

Pricing for onsite tech support **without** a current support contract:

\$250.00 per hour with a 4-hour minimum - paid in advance. (Includes travel within 50 miles) Time starts when we leave the office. Outside 50 miles, total mileage will be billed at current IRS mileage rate. Plus any tolls or other travel expenses incurred. _____ **Initials**

I am declaring that I am declining purchase *any* Support Contract and that I fully understand the consequences. That I/We will not hold RIS liable or responsible for any problems or damages real or perceived arising from this decision. _____ **Initials**

Store/Company Name: _____

Signature of Owner or Client's Agent: _____

Print Name: _____

Title: _____ Date: _____

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