

Terms and Conditions for Our Maintenance and Support Package

PointCab Origins

We have compiled an "all-inclusive, no-worry package" for you. In order to ensure the functions of your software in line with the specifications, we have combined an update and software maintenance agreement and our scope of services into a maintenance and support package.

In doing so, we guarantee that you always receive the latest software version and that all functionalities are up to date. The maintenance and support package is extended automatically by 12 months unless notice of termination has been given at least one month before the expiration date.

Maintenance & Updates

All software updates and revisions are made available free of charge.

This includes:

- Updates in accordance with the technical specifications
- Implementation of new functions and tools
- Adaptation and support for new or altered point cloud formats (SDK changes by the hardware manufacturer)
- Adaptations and improvements to the GUI (Graphical User Interface)
- Recording and possibly implementation of customer requests
- Software bug reporting system as well as hot fix delivery

Support

- Software training for first-time users
- Support with screen sharing
- Automatic check for software updates
- Updates available online at any time
- Technical support levels 1-3 are available to you
- Help when switching to new PC hardware (laptop, workstation, or tablet)
- Support for the connectivity to your CAD system

As a rule, we do not provide support for third-party services. Please use the support of the respective third-party providers. When concluding the contract, we will inform you if and where third-party services are used.

Other services during the validity period of your package

- 10 % discount on all other Origins modules while your maintenance package is active
- 5% discount on accessories from our partner company Laserscanning Europe GmbH <http://shop.laserscanning-europe.com/>
- Priority service: all requests for services from the holders of the maintenance package are handled with priority

Customer hotline contact data

Our support employees can be reached from Monday to Friday from 9 AM to 4 PM (CET/CEST).

Hotline: +49(0)7153 92 95 93 0
E-mail: support@pointcab-software.com

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