

2400SDK Software Support & Maintenance Agreement

An Agreement between Sensoray Company, Inc., 7313 SW Tech Center Drive, Tigard, Oregon 97223, USA (hereinafter referred to as "Sensoray") and the software user (hereinafter referred to as "the user").

Whereas Sensoray is a company based in the United States of America in the business of software development and related services and has designed and developed a software development kit, known collectively as "2400SDK", and the user has entered into a licensing agreement ('2400SDK User Agreement') with Sensoray for the use of 2400SDK.

Now it is hereby agreed as follows:

In addition to any pre-existing obligations under the 2400SDK User Agreement Sensoray shall, for a period of one year from the commencement of this Support & Maintenance Agreement, supply to the user the following services:

- Provide access to all maintenance and other upgrades - including major version upgrades - without charge and shall inform the customer as soon as such versions and upgrades become available.
- Provide the customer with guaranteed 24 hour response by email to communications from the customer.
- Use all reasonable endeavors to replace any defective materials and resolve customer reported software defects and report promptly and regularly to the customer on all steps being taken to rectify such faults.