

SUPPORT 2020

Unit One provides technical support for the products distributed under the following conditions;

Support for end users with service contract.

If you have a Service contract for a product distributed by Unit One, you are entitled to support. The Service contracts vary from product to product, but telephone support is included with all products.

Phone calls to Unit Ones support staff must be made during normal business hours (Monday through Thursday 9:00 to 16:00, Friday 9:00 to 15:00 Copenhagen Denmark Standard Time – GMT + 01:00). We will attempt to answer all questions immediately. If the relevant consultant at Unit One is not present, Unit One will return a call to the customer with a confirmation, within 8 working hours, that the case has been received and we will give an update as to the status of the case.

Support to customers with service contracts will be given priority.

For on-site consulting services, Unit One invoices per hour. On-site consulting services are not covered by general service contracts.

Support for end users without service contract

For products without service contract we provide support on an hourly basis.

Phone calls to Unit Ones staff must be made during normal business hours (Monday through Thursday 9:00 to 16:00, Friday 9:00 to 15:00 Copenhagen Denmark Standard Time – GMT + 01:00). We will attempt to answer all questions immediately. If the relevant consultant at Unit One is not present, , Unit One will return a call to the customer with a confirmation, within 2 working days, that the case has been received and we will give an update as to the status of the case.

Support via e-mail

Unit-One provides technical support via e-mail at support@unit-one.dk.

E-mail support is provided for customers with a service contract. E-mail support for customers without a service contract will be invoiced on an hourly basis.

E-mail support has lower priority than phone support, and response times are not guaranteed.



Voucher

Support for end users can be settled via a voucher. Point's card is a discount making advance payment of anticipated support consumption.

Prices

Service contracts are invoiced for a period of 12 months from the agreement.

Voucher costs DK 12,285 - for 10 hours or DK 6,825, - for 5 hours. One "cut" counts for each consumed or started 15 minutes.

Support without contract is invoiced at DK 1,420, - pr. hour.

For on-site service is invoiced at DK 1,420, - pr. hour and DK 6.75 per. kilometres. All transportation expenses to and from customer location are invoiced at actual cost. Hourly billing is from work begins incl. transportation time. On-site work after 16.00 is invoiced at DKK 1,420, - + 50%. All prices are without tax