

## **GPUNCHER SUPPORT PACKAGE-1 YEAR**

- \$975.00 USD for 1 year per license
- Includes 1 free upgrade in a year for the license registered for this package
- Software maintenance, if a bug is found, it will be fixed and you will get a free upgrade that will not count towards the 1 year free upgrade.
- Priority online connection support, 4 times per month, 45 minutes per session or our discretion according to the need
- Email support
- Phone support
- You are entitled to suggest features to be added to the software that will be reviewed and if found feasible and in favor of use of all the users of our software then it would be implemented and you get a extra free upgrade.
- Dongle replacement. Your dongle comes with 3 months warranty when purchased, after that you have to purchase a brand new license if it fails. If you purchase this support package your dongle will be replaced 1 time in a year for a shipping and handling fee of \$300 USD (\$250 USD for USA and Canada) provided that you return the failed dongle back to SketchLine Technologies, shipping back and forth is included in this service fee.

This protection replacement is 1 time only in the full year. While this process is going on, we will set you up with a internet version until you get the new dongle. License.