

# Microplan Support Terms and Conditions



## How to contact Microplan Support

Fill in the form at [www.microplan.it/support](http://www.microplan.it/support)

## Availability

from Monday to Friday, (except for bank holidays and factory shutdowns)  
 from 09:00 to 13:00 and from 14:00 to 17:30 (Rome time)

## Rates

Type of service	Labor rate	Travel rate	Other charges
Online troubleshooting (FAQ) <a href="http://www.microplan.it/faq">www.microplan.it/faq</a>	Free of charge	N.A.	N.A.
Support given from Microplan's office in Italy: <ul style="list-style-type: none"> <li>• Problem solving email exchange</li> <li>• Remote connection</li> <li>• Software modifications</li> </ul>	70 euro/hour	N.A.	Extra charges: 100 euro for emergency cases
Onsite service in Italy only	80 euro/hour	40 euro/hour	<ul style="list-style-type: none"> <li>• Travel expenses, food, lodge: at cost</li> <li>• Extra charges: 100 euro for emergency cases</li> </ul>
Onsite service abroad (outside Italy)	90 euro/hour	40 euro/hour	<ul style="list-style-type: none"> <li>• Travel expenses, food, lodge: at cost</li> <li>• Extra charges: 300 euro for emergency cases</li> </ul>

## Spare parts and Repairs

Fill in the form at [www.microplan.it/support](http://www.microplan.it/support) to get a quote.

## Invoicing and payment

Microplan Support activities are invoiced monthly, based on actual time and expenses registered. Payment at 30 days from invoice date.