

Microplan Support Terms and Conditions



How to contact Microplan Support

Fill in the form at 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)

Type of Service and Rates – starting from January 1st, 2019

Type of service	Labor rate	Travel rate	Other charges
Online troubleshooting (FAQ) www.microplan.it/faq	Free of charge	N.A.	N.A.
Support given from Microplan's office in Italy: <ul style="list-style-type: none"> • Problem solving email exchange • Remote connection • Software modifications 	75 euro/hour	N.A.	<ul style="list-style-type: none"> • Emergency cases: 100 euro extra charges per each case
Onsite service in Italy only	85 euro/hour	45 euro/hour	<ul style="list-style-type: none"> • Travel expenses, food, lodge: at cost • Emergency cases: 100 euro extra charges per each case
Onsite service abroad (outside Italy)	95 euro/hour	45 euro/hour	<ul style="list-style-type: none"> • Travel expenses, food, lodge: at cost • Emergency cases: 300 euro extra charges per each case

Spare parts and Repairs

Email: sales@microplan.it

Invoicing and payment

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