



REVSHIELD PROGRAM

OVERVIEW

All Revcord products come with a three year limited hardware and software. All systems are required at the time of purchase to have one of the four RevShield programs as outlined below or be subject to hourly support charges. Please see the Revcord Warranty Statement and the RevShield Service Level Agreement for additional information.

PROGRAM DETAILS

Revcord offers a base package with three options. Please note that Revcord works with the Dealer and will not take calls from the End User.

- RSSTD: This is the base package and provides for 9 to 5 Help Desk and Upgrades for all systems. It is required for all system purchases. The MSRP is 6% of the retail price of the product being purchased.
- RSPLUS: This package and provides for 24/7 Help Desk, Logmein Monitoring, and Upgrades for all systems which will be subject to the RevShield program terms and conditions. The MSRP is 9% of the retail price of the product being purchased.
- RSPLUS-24: In addition to the RSPLUS, the Dealer will receive onsite service with a next day response for all systems which will be subject to the RevShield program terms and conditions. The MSRP is 12% of the retail price of the product being purchased.
- RSPLUS-4: In addition to the RSPLUS, the Dealer will receive onsite service with a four hour response for all systems which will be subject to the RevShield program terms and conditions. The MSRP is 15% of the retail price of the product being purchased.

SERVICES PROVIDED

Subject to the terms and conditions of the RevShield Service Level Agreement, Revcord provides for Training, Use of the Software, Patch Implementation, Onsite Support Dispatch, Configuration, and Software Upgrades.