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Campbelltown
NSW 2560 Australia
Telephone: 02 4626 4909
Facsimile: 02 4626 6673
www.buildsoft.com.au

Buildsoft Software - Support Request Form

Further to your request for Buildsoft product support, please be aware that we can only provide this under one of the following circumstances:

1. You have a current software support contract.
2. You pay our one-off support fee of \$150 (including GST) or, if the support issue takes longer than 1 hour, you pay at the rate of \$150 per hour or part thereof.

Our records indicate that your company does not have a current support contract and we therefore offer the following options:

Option 1

We previously issued your company with a Software Support Reminder that listed an annual fee that allows you to access our support section for a period of 12 months. This reminder has now lapsed. If you wish to obtain a new Software Support Contract, please contact your local distributor or email enquire@buildsoft.com.au and we will contact you about a quotation. We can then provide Software support if this quotation is accepted and paid.

Option 2

If you wish to pay the one-off support fee, please complete this form and fax or email it to Buildsoft at the address shown below. One of our staff members will then contact you to assist with your query.

Regards,
Buildsoft Support
Fax: (02) 4626 6673
Email: support@buildsoft.com.au

Name: _____

Company Name: _____

Phone Number: _____

Card Type: MasterCard Visa (please tick one)

Cardholders Name: _____

Card Number: _____

Expiry Date: _____ **CVC Code:** (3-digit security code) _____

Standard Support Fee: \$150 (including GST) or, if the support issue takes longer than 1 hour, \$150 per hour or part thereof.

I authorise Buildsoft to deduct this fee from the nominated Credit Card

Signed: _____