

Hardware Assurances

- Free on-site engineer 'Call outs' during contracted hours .
- Technical assistance and support during contracted hours.
- Supply of replacement equipment for non repairable devices.

Point of Sale Bundles

	4Hr Response	8Hr Response
1 x Touch Screen & Peripheral Pack	£295.00 p.a.	£260.00 p.a.
1 x Non-Touch PC & Peripheral Pack	£270.00 p.a.	£235.00 p.a.
1 x Peripheral Pack only	£125.00 p.a.	£115.00 p.a.
1 x Customer Pole Display	£25.00 p.a.	£20.00 p.a.

*Peripheral packs are - 1 x Receipt printer, 1 x Barcode reader & 1 x Cash drawer.

Miscellaneous items — these are not covered with a SLA contact, instead items are shipped to site & exchanged with loan equipment until repaired.

Dedicated Ticket Printer	£55.00	Data Base computer Unit	£85.00
Portable BHT Scanner:	£55.00	TFT Touch Screen only:	£75.00
BO Barcode Reader:	£25.00	TFT Monitor only:	£30.00
A4 colour / laser printer:	£35.00	ADSL VPN Router:	£20.00

Please Note: All Hardware assurances fees must be paid for in advance.

Non-Contracted Charges

Support: When the 'hand holding' support period expires and if an emergency occurs, alternative support options can be provided on a 'per incident' bases using a 'Pay as You go' tariff. Although no replacement support is provided to non-contracted customers, users can benefit from Technical Helpdesk Support services; whereby telephone calls are logged and timed then invoiced on completion and charged with the following tariffs:

Email support assistance and issues logging:	free of charge.
Telephone & Remote access support up to first 5 minutes:	£1.25 per minute.
Telephone & Remote access support after first 5 minutes:	£1.00 per minute.

Call Outs: If you require on site assistance for hardware or software.
 During normal office hours: **£90.00 + £10.00 per hour travelling time.**
 Out of hours & bank holidays: **£125.00 + £15.00 per hour travelling time.**

Updates: Notification of software updates will be published for all licensed users of Fashion™ solutions under the 'Member's Area' on our primary website. Update information and download links will be provided on a quarterly basis, to allow non-subscribed users to freely update their solution themselves.

All prices exclude VAT @ 17.5%

Stock Control • Epos • E-commerce Solutions

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By Mode Retail Ltd

Support Options

Software Support

Software Assurance

Starting From
£7.69 + vat Per Week

Data Backup

Offsite Data Backup

Starting From
£7.50 + vat Per Month

For all Support Options & Rates
 Please see inside for further details

Hardware Support

Hardware Assurance

Packages Starting From
£5.70 + vat Per Week

Pay as you Go

None Policy Holders

Pay As You Go
& Free Email Support

Software Assurance



by Mode Retail Ltd

Software Support — All Fashione™ combination Solutions include technical support and 'hand holding' assistance for a period of four weeks commencing from installation date. After the inclusive support period has expired the license holder is eligible for free assistance and support via email through our 'Online Support Service' whereby support staff would respond via email or telephone depending on the severity of the problem logged, this also includes email notification of updates and downloads.

Software Assurance — These policies are optional and vary in type and price, when the 'hand holding' period has expired and you feel you may need further support and prioritised help, you can purchase an annual contract and spread the payments over the year by setting up a monthly Direct Debit or Standing Order. The Policy types vary as listed as following:

Standard:
£400.00p.a.

- Includes back office location and one POS application.
- Telephone helpdesk and remote access support. available during normal office hours (Monday – Friday 9am to 5:30pm) excluding National and Bank Holidays.
- Software updates are supplied prior to general release and would be implemented and managed by the technical support helpdesk as part of the policy.

Silver:
£550.00p.a.

- Incorporates Standard support contract.
- Out of hours telephone support weekdays 5:30pm – 7:00pm and Saturdays 10am – 5:30pm.
- Remote access support on Saturday's for emergencies.

Gold:
£750.00p.a.

- Incorporates the Silver support contract.
- Out of hours telephone support only for weekdays 5:30pm – 7pm with Saturdays 10am – 6:30pm and Sundays 10am – 4pm.
- includes remote data backup service (**Option 3**) as described in the data backup section of this leaflet.

Additional: Please add **£50.00** per additional point of sale (more than one) application and **50%** of the policy rate per additional Branch location. This applies to all of the listed policies above.

Please Note: Web & E-commerce sites are **NOT** covered within any of the Software Assurance Policies. Additional support and website updates are provided on an individual bases per site. Further details of website support are available upon request.

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Backup & Data Recovery



Backup & Data Recovery — Fashione™ solutions have in-built backup facilities that allow the user to make their own 'backup' for their system on to removable hard drives such as 'pen drives' & portable storage devices or formatted 'Re-Writable' CD-Rom or DVD disks that would be used to restore the solution if required.

Remote Back-up & Restore Service — Additional backup and recovery facilities are also available for Fashione™ solutions which remove the need to back up the system yourself. Our Remote Back service will make a copy of your data files and transfer them to our secure web-storage facility, which in the event of Hard drive failure, water or fire damage **we will** restore your Fashione™ software solution for you on recovery of the fault. These services require a broadband internet connection.

Please Note: The Remote backup service options that backs up your data to our secure servers can be purchased if required, without purchasing an annual support policy, these services do although incur the following monthly fees:

- Option 1:** **£20.00 per month** – A backup would be carried out every day of the week that would provide a daily cover of data adjustments since the last backup.
- Option 2:** **£12.50 per month** – A Backup will be carried out once a week that will provide a seven-day cover since the last backup was carried out. This would usually take place on a Sunday.
- Option 3:** **£7.50 per month** – A backup will be carried out once every calendar month that will provide last months cover since the last backup was carried out.

Hardware Assurance & Maintenance Support

Manufacturers Guarantee — All new hardware supplied as part of a Mode Retail Solution carries a 12 month manufacturer's return to base guarantee. Additional Hardware maintenance cover can be provided to minimise any potential solution downtime caused by unexpected hardware failure.

Hardware Assurance — Hardware maintenance contracts can be provided that provide on-site call outs with either 4hour Response & 4hour Fix or 8hour Response times. If a hardware fault develops then you can contact our help desk who will attempt to resolve the issue over the phone, if the problem requires a 'Call out' then an engineer would attend site and attempt to fix the problem, if the device cannot be repaired on site then the faulty device would be exchanged.

For example: If, in the event of fault or malfunction, a device requires manufacturer repair, the covered hardware device will be replaced with 'like for like' equipment for the duration of the contract period which is usually 12months. Continued on next page >>

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