

# QuickBooks

## Support Programs

### Annual Incident Support Contract

- An "incident" is a SINGLE issue or question.
- Solving an issue can take one or several calls/emails, depending on the complexity of the issue to be solved.
- Non-billable incidents are at the sole discretion of our support staffs.
- The response time to an incident call shall be within 8 working hours.
- The turn-around time to an incident call is dependent on the complexity of the problem reported.
- Includes all usage issues pertaining to Quickbooks Pro, excludes technical issues (like software bugs - Quicken's responsibility)
- Support will be carried out by Phone or Email.
- On-site support sessions, if deem necessary, is chargeable at @ 4 incidents per hour
- All Incident packs are valid for one year from date of purchase

### RESPONSE SLIP

(Please print out this form, complete it and post it to Support Mart @ 519 Balestier Road, #04-05 Le Shantier, Singapore 329852 together with the appropriate Cheque)

I wish to purchase Annual Incident Support Contract as below mention

(Please tick one of the below incident package):

- 05 Incident Pack @ S\$156.00** (Incl. 4% GST)
- 10 Incident Pack @ S\$260.00** (Incl. 4% GST)
- 25 Incident Pack @ S\$520.00** (Incl. 4% GST)

Company: \_\_\_\_\_

Contact: \_\_\_\_\_

Address: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Mode Of Payment: Cheque only      Bank: \_\_\_\_\_ Cheque No: \_\_\_\_\_

**Remarks:**

1. Make Cheque payable to Support Mart Pte Ltd
2. Payment to be made in Full upon "Commencement Of Service"

\_\_\_\_\_  
Company Stamp & Authorised Signature

**S**upport  
**Smart** Pte Ltd

Office:  
519 Balestier Road  
#04-05 Le Shantier  
Singapore 329852

Showroom:  
109 North Bridge Road,  
#05-43,  
Funan The IT Mall,  
Singapore 179097

Tel: (65) 6252-8276  
Fax: (65) 6337-2616