

CLARITAS™ SUBSCRIPTION & AGREEMENT

NETSTER



Subscription Form

Date : ____ / ____ / ____
Invoice # : _____
Sales Person : _____

Company Details

Company : _____ Registration No : _____
Contact Name : _____ Designation : _____
Address : _____
Tel : _____ Fax : _____ Email : _____

Subscription Details

Subscription Commence Date : ____ / ____ / ____
Preferred Company ID : _____

Note: your company id must be unique and consist of 5 alphanumeric characters, (e.g.: netster) The selected ID will appear as your web landing page, (e.g.: http://netster.claritascloud.com or www.claritascrm.com/netster.)

Package

Solution	Package	Total
Subscription to Claritas™ CRM Cloud Edition <ul style="list-style-type: none">CRM for _____.Bundled package for ____ named user.Hosted on Microsoft Azure Platform with 99.9% SLA.Inclusive of 60 day warranty period.Inclusive of 8x5 unlimited technical support.1Gb data storage; 10Gb file storage.	<input type="checkbox"/> Monthly Subscription _____/Month	
	<input type="checkbox"/> Yearly Subscription (10% Discounts Included) _____/Year	
Refundable Deposit		
Grand Total		
Payment Method <input type="checkbox"/> E-Payment Method <input type="checkbox"/> Cheque	Note: all payment should be made payable to NETSTER CONSULTING (ASIA) SDN BHD. Please remit payment into our Maybank account 5122-3133-4702 return/fax us the payment confirmation.	

Terms & Conditions

- o Subscription contract is neither transferable nor refundable during coverage period.
- o Subscription exclude optional professional services on consultation, training, onsite support, data migration and customization. Please request for separate quotation.
- o 2-month refundable deposit is required upon order confirmation.
- o Cancellation of subscription requires 2-month advanced notice.
- o 60 day warranty period covers rectification of bug discovered (as per requirement only).
- o Unlimited support & maintenance covers application release, patch updates, application support and database support.
- o Support & maintenance exclude change request due to change in business rule/process, interface design modification and feature enhancement.
- o All technical support should be directed to +603-78054185/6 or support@claritascrm.com.
- o 8x5 support model; Response time 4 hours (work hour) or next-business-day (non-workday).
- o Netster is not liable for loss of business or profit due to hardware and software related incidents.
- o Netster reserves the rights to reject or cancel your subscription without refund, should we find false information reported, misuse of the services or any breach of agreement during the contract period.
- o Netster reserves the rights to withhold delivery of services until all outstanding invoices have been fully settled.
- o Netster reserves the rights to make changes to these terms and conditions without prior notice at our sole discretion.

Authorised Signature
Name :

Date

Company

Netster Consulting (Asia) Sdn. Bhd. (826764-A)

HQ: 246-248, Block A, Kelana Centre Point, No. 3, Jalan SS7/19, Kelana Jaya, 47301, Petaling Jaya, Selangor, Malaysia.

Support Centre: No. 19-2, Jalan 1/116B, Kuchai Entrepreneurs' Park, 58200, Kuala Lumpur, Malaysia.

Tel: +603 7805 4185/6 **Fax:** +603 7805 4184 **Website:** www.netsterconsulting.asia