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## Annual Support

### Overview

FLEETMATE® Annual Support is a service that provides routine support services and periodic software updates at a fixed fee for a one-year period. Annual Support may be purchased from the Purchase page of the FLEETMATE Website.

### What Is Covered?

- **Routine Support**  
The term *routine support* describes assistance related to the installation, configuration, technical guidance and recommendations, and/or routine functional use of the FLEETMATE software.
- **Periodic Software Updates**  
As FLEETMATE is updated and enhanced, you will have access to the latest release of the software via download from the FLEETMATE Website. Software updates will be offered free of charge.
- **Schedule and Availability**  
Support Requests may be made via email from anywhere in the World. Functional and technical support is made available Weekdays, from 9 am to 5 pm U.S. Eastern time, excluding company holidays. You will receive a response within 24 business hours of receipt of your request. Typical response times will be within 4 business hours of receipt of your request.



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### What Is NOT Covered?

- **Installation, Configuration, and Troubleshooting of...**
  - Your PC and/or server operating system
  - Hardware (printers, barcode scanners, etc.)
  - Software drivers
  - Remote desktop software systems
  - Microsoft SQL Server
  - Your network environment and/or Network Operating System

If you are facing technical difficulties such as those listed above, we will do our best to consult with your IT staff to arrive at a solution.

- **Data Conversion and/or Data Repair/Recovery Services**

These services may be available at additional cost, depending upon feasibility. Please contact us for additional information and a Quotation.
- **Live Online and/or On-Site Training Services**

Instructional resources are available free of charge on the FLEETMATE Website, including documentation and pre-recorded video lessons.
- **Customization of the FLEETMATE Software and its Base Reports**

These services may be made available at additional cost, depending upon feasibility. Please contact us for additional information and a Quotation.



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# Annual Support

## Terms and Conditions

- **Automatic Renewal**

If you have selected recurring billing using a credit card, your credit card will be automatically billed when your existing annual support coverage expires. This will automatically renew your annual support for the next 12-month period. You will receive an email confirming the billing process and the renewal.

- **Manual Renewal**

If you have not selected recurring billing using a credit card, your annual support coverage will expire after 12 months. To renew your coverage, visit the Purchase page of the FLEETMATE Website. Once your order is processed, you will receive an email confirming the billing process and the renewal. Unless you renew, the annual support coverage will expire at midnight on the expiration date. If your coverage does expire, you may re-establish coverage at any time.

- **Cancellation**

The automatic billing for your annual support coverage may be canceled at any time by visiting [www.cardquery.com](http://www.cardquery.com). This will prevent any future billing once your current coverage period expires. Please have your online order information handy. In the of case of cancellation, SCB Consulting, LLC will not issue any refunds for any unused time remaining on your current annual support coverage.