



July 14, 2015

Scheduling & Cancellation Policy

In order to provide the best quality service to our customers, Davisware has implemented the following Scheduling & Cancellation Policy in regards to scheduled training and support (including Installations and Go Lives). This policy is in place in order allow us to focus our efforts to provide the best customer service possible.

Onsite Support & Training

On-Site visits should always be coordinated with your Project Manager (PM) and it is recommended that all on-site visits be scheduled a minimum of 4 weeks in advance. If an onsite trip is cancelled, postponed or rescheduled, all nonrefundable expenses will be billed. Trips can be changed or cancelled up to two weeks prior to departure without incurring Davisware service fees. If cancelled or rescheduled within 2 weeks, 4 hours labor per scheduled day will be billed.

Phone Training

Phone Training and PM Calls can be scheduled with your PM or the Support Manager. It is recommended that they be scheduled no less than one week in advance. Phone training and PM calls can be cancelled with no penalty up to 24 hours before the scheduled time. For cancellations within 24 hours, ½ of the scheduled time will be billed.

Classroom Training/Boot Camp

Registration for training classes and boot camps can be done on-line at www.davisware.com, through the Education Coordinator or through your PM. Due to unforeseen circumstances or low registration, Davisware reserves the right to cancel any class or boot camp. Cancellation will occur no less than 30 days prior to the first day of the scheduled event. Registrations can be cancelled or rescheduled by the attendee up to 4 weeks prior to the class without penalty. Cancellation/rescheduling 2-4 weeks prior to class will result in a 50% fee. The remaining credit can be applied to a new class or boot camp. The actual person attending the class or boot camp may be changed up until 24 hours prior to the class beginning. Cancellations/rescheduling with less than 2 weeks' notice are non-refundable. The actual registrant from within your company can be changed at any time without penalty.

User Conference

Registration for User Conference can be done on-line at www.davisware.com, through the Education Coordinator, or through your PM. Registrations can be cancelled up to 8 weeks prior to the event without penalty. Cancellations made 4-8 weeks prior to the event, will result in a 50% fee. The remaining credit can be applied to future User Conferences, new training classes or boot camps. Cancellations with less than 4 weeks' notice are non-refundable. User Conference attendance fees are transferable between personnel at the same company for no charge.

Go Live

An exclusive estimated Go Live date is assigned to each account at the Project Kick-Off Meeting with your PM. This date can be changed at any time without penalty ninety (90) days prior to the scheduled Go Live Date. At the ninety (90) day prior mark, your PM will confirm your Go Live Date. At that time, the date because final and will

incur a penalty of 10% of the Annual Software Support with a minimum fee of \$1500/
per reschedule.