

Remote Support; Permission and Release Agreement

The undersigned (hereinafter referred to as "you" or "your") has requested that Laser Rite Business Systems remotely connect to your computer via the internet to assist with resolving a hardware/software issue. Laser Rite Business Systems has agreed to attempt to assist you by allowing a member of the Laser Rite Business Systems support team to view your desktop and share control of your mouse and keyboard, subject to your execution of this remote support permission and Release Agreement (this "Agreement").

You further expressly acknowledge that there is a possibility that Laser Rite Business Systems' efforts to solve your problems by remotely connecting to your computer systems could result in damage to your computer hardware, software and/or any related systems, including, without limitation, loss of data. Notwithstanding the possibility of such damage, you hereby expressly grant Laser Rite Business Systems permission to remotely connect to your computer network and to record the screen activity during the remote support session.

You hereby waive and release any and all claims you may have or will ever have against Laser Rite Business Systems and its employees, agents, affiliates, officers, and directors relating to or arising out of any damage or loss of any nature whatsoever that results, directly or indirectly, from Laser Rite Business Systems remotely connecting to your computer systems as requested by you in this Agreement, as well as the recording of the sessions, including, without limitation, loss of data and damage to your computer hardware, software and/or any related systems on your network.

You agree to defend, indemnify, save and hold harmless, Laser Rite Business Systems and its officers, directors, agents, affiliates, and employees from any and all third party claims, demands, liabilities, costs or expenses, including reasonable attorney fees arising from or in any way relating to or arising out of any damage or loss of any nature whatsoever that results, directly or indirectly, from Laser Rite Business Systems remotely connecting to your computer and/or recording this session as requested by you herein.

This Agreement will be governed by the laws of Florida without reference to principles of conflict of laws. Any questions concerning this license should be referred to Laser Rite Business Systems.

A minimum "Service Charge" of \$45.00 per half hour will be applied in half hour increments and billed to your company.

YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT AND BY SIGNING AND RETURNING THIS DOCUMENT, YOU ACCEPT ITS TERMS AND CONDITIONS. THIS AGREEMENT MAY ONLY BE AMENDED BY A WRITTEN AGREEMENT SIGNED BY AUTHORIZED REPRESENTATIVES OF BOTH PARTIES.

_____ Date ____/____/____
Your Company Name (Please Print)

Your Authorized Representatives Signature

Please sign and fax to 941-955-2737 or
e-mail to mmontana@laserrite.com