

## **JARM TOTAL SOLUTION REMOTE ACCESS POLICY AND SUPPORT TERMS**

BEFORE YOU CHOOSE TO “AGREE” IN THE SUPPORT PORTAL, IN THE OTHER WINDOW, CAREFULLY READ THE LIABILITY DISCLAIMER BELOW. BY CHOOSING THE “AGREE” BUTTON YOU ARE (1) REPRESENTING THAT YOU ARE OVER THE AGE OF 18 AND HAVE THE AUTHORITY TO BIND YOURSELF AND YOUR EMPLOYER, AS APPLICABLE, TO THE TERMS OF THE DISCLAIMER BELOW; AND (2) CONSENTING ON BEHALF OF YOURSELF AND/OR YOUR EMPLOYER, AS APPLICABLE, TO BE BOUND BY THE DISCLAIMER. IF YOU DO NOT AGREE TO ALL OF THE TERMS AND CONDITIONS OF THE DISCLAIMER, OR DO NOT REPRESENT THE FOREGOING, YOU WILL NOT AND MAY NOT RECEIVE REMOTE ACCESS SERVICES FROM JARM TOTAL SOLUTION.

Remote access services are provided at your risk. JARM TOTAL SOLUTION’S assistance is provided on the following terms and conditions: You have requested the assistance of a JARM TOTAL SOLUTION technical support representative through a remote connection to your JARM TOTAL SOLUTION products and other equipment (collectively “Equipment”). The ability for JARM TOTAL SOLUTION to remotely access your Equipment enhances JARM TOTAL SOLUTION’S ability to resolve your technical problem quickly. You understand that by requesting such assistance, you will be providing JARM TOTAL SOLUTION technical support personnel with access to and control of your Equipment. In addition, you may be providing JARM TOTAL SOLUTION technical support personnel with access to files that reside on your Equipment. Before allowing remote access to your Equipment, be sure to: (a) close any confidential or personal files that you may be working on and (b) back up any important files. In order to provide the services, JARM TOTAL SOLUTION’S technical support personnel is not expected to make any copies or downloads of your files or to retain any information accessed from your Equipment. Your name and contact details provided in order to log your support request will be processed in accordance to JARM TOTAL SOLUTION’S privacy policy at <http://www.jarm.net/privacy.html>.

LIABILITY DISCLAIMER: JARM TOTAL SOLUTION AND ITS VENDORS AND LICENSORS MAKE NO WARRANTIES OF ANY KIND WITH REGARD TO THE TECHNICAL SUPPORT SERVICES PROVIDED HEREUNDER. JARM TOTAL SOLUTION AND ITS VENDORS AND LICENSORS HEREBY DISCLAIM ALL WARRANTIES AND CONDITIONS WITH REGARD TO THE TECHNICAL SUPPORT SERVICES INCLUDING ALL IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL JARM TOTAL SOLUTION OR ITS VENDORS OR LICENSORS BE LIABLE FOR (i) ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES OR (ii) ANY DAMAGES WHATSOEVER RESULTING FROM LOSS OF USE, DATA OR PROFITS, WHETHER IN AN ACTION OF CONTRACT, NEGLIGENCE OR OTHER TORTIOUS ACTION, ARISING OUT OF OR IN CONNECTION WITH THE PROVISION OF TECHNICAL SUPPORT SERVICES. OTHER THAN DAMAGES CAUSED BY GROSS NEGLIGENCE OR WILLFUL MISCONDUCT BY JARM TOTAL SOLUTION, JARM TOTAL SOLUTION’S LIABILITY AND THE LIABILITY OF ITS VENDORS AND LICENSORS SHALL BE LIMITED TO EITHER (A) THE TOTAL AMOUNT PAID BY CUSTOMER FOR THE JARM TOTAL SOLUTION REMOTE ACCESS TECHNICAL SUPPORT SERVICES OR (B) THE TOTAL VALUE OF THE JARM TOTAL SOLUTION PRODUCTS ACCESSED BY JARM TOTAL SOLUTION, WHICHEVER IS GREATER.

I AGREE TO ALLOW JARM TOTAL SOLUTION REMOTE ACCESS TO MY JARM TOTAL SOLUTION PRODUCTS AND OTHER EQUIPMENT TO PERFORM TECHNICAL SUPPORT SERVICES IN ACCORDANCE WITH THE TERMS AND CONDITIONS ABOVE.

October 16, 2016