



# SYSTEMS ENGINEERS & TECHNOLOGIES

## HOW TO COMPLETE THIS ORDER FORM

### Customer Information

Enter the contact details for the main location of the organization requiring support access.

### Bill To

Complete the contact details for billing – this is where the invoice will be sent. NOTE: if you are a partner purchasing Unlimited Annual Support Service and support access will be provided to an end-user, your billing address details should be entered here and the customer address information under 'Customer Information'.

### Support Start/End Date

Please enter the commencement date for support access. Unless otherwise agreed, support agreements are annual contracts and the end date should be one year later than the start date.

### Tech Support Programs

Select the Support Program you wish to purchase and enter the total amount for that line item in the 'Total Amount' field; apply 5% off if you pay two (2) years Unlimited Support Program.

### Contact Information

The Primary contact is the individual at your organization who acts as the main point of communication for your support agreement – Primary contacts are expected to notify Setech Company of any changes to contacts for your Service agreement. Authorized contacts are individuals in your organization who will have access to technical support. Each Authorized contact (and the Primary contact) will be issued a Contact ID to enable access to phone and on site based support. Setech Company does not limit the number of Authorized contacts able to access technical support.

### Signature

Complete the signature, name and date.

Any changes to support offerings will be notified to you at your contract renewal.

***When all pages of this order form have been completed as described, please submit all pages, together with a copy of your payment to Setech Company's fax number and send it via mail as is indicated below.***



# SYSTEMS ENGINEERS & TECHNOLOGIES

## Technical Support Service Program Order Form

For use in United States only

### Customer Information

### Bill To

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Contact Name

\_\_\_\_\_  
Contact Name

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City State Postal Code

\_\_\_\_\_  
City State Postal Code

( ) \_\_\_\_\_ ( ) \_\_\_\_\_  
Phone Fax

( ) \_\_\_\_\_ ( ) \_\_\_\_\_  
Phone Fax

## Tech Support Programs

### Select One (optional):

Basic Program

Premium Program

Gold Program

Unlimited Annual Support Program

UAS1  UAS2  UAS3

Note: All programs are **up front payment**

\* For 2 year contract 5% off will applied

\_\_\_\_\_  
Support Start Date

\_\_\_\_\_  
Support End Date

**Total Amount: \$** \_\_\_\_\_

Please make your check to the order of **Setech Company** and send it via mail to:

**P.O Box 2188 Clifton, NJ 07015**



# SYSTEMS ENGINEERS & TECHNOLOGIES

## Technical Support Service Program Contact Information

The contacts named below will be authorized to log service requests, make calls and work with Setech Company technicians.

**Setech Company technicians will not accept support calls from contacts other than those named below.**

Setech Company does not limit the number of contacts that may be authorized for Technical Support Service. Please attach additional contact sheets if necessary.

The Primary Contact MUST notify Setech Company of changes to contact details as necessary. Please direct contact change requests to [tech-support@setech-co.com](mailto:tech-support@setech-co.com)

Contact #1 "Primary Contact"	
Name	
Title	
Address	
City	
State	
Postal Code	
Phone Number	
Fax Number	
E-mail Address	

Contact #2	
Name	
Title	
Address	
City	
State	
Postal Code	
Phone Number	
Fax Number	
E-mail Address	

Contact #3	
Name	
Title	
Address	
City	
State	
Postal Code	
Phone Number	
Fax Number	
E-mail Address	

Contact #4	
Name	
Title	
Address	
City	
State	
Postal Code	
Phone Number	
Fax Number	
E-mail Address	



# SYSTEMS ENGINEERS & TECHNOLOGIES

## Technical Support Service Program Collection Statement

We collect your personal information to provide you with the technical support services that you have requested or ordered under your specific service agreement. If your personal information is not provided to us, then delivery of these services to you may be impaired or delayed.

We also collect your personal information to:

- Allow other service providers to deliver services on our behalf or in accordance with a service agreement that includes technical support for hardware and software installed on your premises.
- Provide you with information about additional products and services offered by us and other companies.

***Your information is confidential and is not going to be disclosing to other companies.***

## SIGNATURE

**BY SIGNING THIS ORDER FORM YOU CONFIRM THE INFORMATION PROVIDED IS TRUE AND CORRECT; THAT YOU ARE DULY AUTHORISED TO ACT ON BEHALF OF THE CUSTOMER.**

\_\_\_\_\_  
AUTHORISED CUSTOMER SIGNATURE

\_\_\_\_\_  
NAME

\_\_\_\_\_  
DATE

**Please submit ALL PAGES of this Order Form with your payment to:**

**Setech Company**  
P.O. Box 2188, Clifton, NJ 07015  
Fax +1 (484) 727-0538  
email: [info@setech-co.com](mailto:info@setech-co.com)

**Setech Company Internal Use Only**  
Authorized Signature

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Client Code # \_\_\_\_\_