

Support and service information is provided on a no-obligation basis and with all due care. To the best of IGEL's knowledge and belief, the information provided corresponds to the details and data which IGEL has at its disposal. However, IGEL provides no guarantee that this is the case. The customer is not entitled to demand that information be provided, irrespective of whether this information is provided in writing or over the telephone.

### Involvement of the customer

- Any information provided does not release the customer from its obligation to test system modifications in advance. New firmware must always be tested in advance.
- The customer must disclose to IGEL all details which are necessary in order to provide information.
- The customer is obliged to produce back-up copies of its data (prior to installing an update for example) and to archive these back-up copies on a regular basis.
- Furthermore, it is aware of its duty to cooperate in this respect in order to prevent the loss of data.

IGEL Technology GmbH, February 2018

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