

General

1. Order

- 1.1. Ordering of the products can only be done via the Site.
- 1.2. Once a product has been invoiced the order can no longer be cancelled, and the Member thus becomes liable for the payment thereof.

2. Authorization

- 2.1. In the case of a company membership account. As per the Membership Agreement, it is the Member's responsibility to keep his login details safe and secure. The following actions are thus viewed as authorized actions done by the Member, irrespective of which representative took the actions.
 - 2.1.1. Any order for products, received from the Site.
 - 2.1.2. Any support request, received from the Site.
- 2.2. The Member will allow fusionBIM to remotely access the client's computer via TeamViewer for the duration of the support session.
- 2.3. The Member will allow fusionBIM to record the support session.
- 2.4. The supportBIM service will not be available to a Member whose account is in arrears.
- 2.5. In arrears will be defined as follows for the different service options:
 - 2.5.1. PrePaid: the *Session Report* indicates a zero time balance;
 - 2.5.2. Subscription: the *Session Report* indicates a zero time balance, and/or the debit order has not been honoured;
 - 2.5.3. PayPerUse: the Invoice (from fusionBIM to the Member) has not been settled on/before the Due Date.

3. Support Request

- 3.1. The initiation of the request by the Customer will only be processed through the Site.
- 3.2. No support request will be processed via phone or e-mail except in case of internet connection failure.
- 3.3. It is the Member's responsibility to ensure that his supportLINE platform is in place, ready to be used, before requesting support.
- 3.4. Each request will be processed via the supportLINE service first, and then if needed will be transferred to the supportSITE service.

4. Support Session

- 4.1. Once a request for support is received by fusionBIM it will be queued, to be handled on a first come first serve basis. Members who have opted for the Subscription Service Option will be moved to the front of the queue, behind other Members also on the Subscription Service Option who are waiting in the queue.
- 4.2. After completion of the session, fusionBIM will supply the Member with a *Session Report*, that will include a link to the recording of the session (if one was made) from where the Member can download it.

5. Payments

- 5.1. Payments will only be handled through the *Sage One* portal.
- 5.2. Members' accounts will only be updated once payments are cleared by the system. It is therefore in the Member's best interest to timeously order their products and make payments.
- 5.3. The Members who have chosen the PayPerUse Service Option, will receive their Invoices on the 25th of each month, which will then be due by the 30th of each month.