

## **BREN Paid Technical Support Disclaimer**

BREN Inc. will provide technical support to customers who purchased or obtained their BREN cutter from somewhere other than BREN Inc. for a fee of \$199 per support request. Each request must be paid in advance. BREN technical support will provide one hour of support and any user manuals needed to ensure the end-user is familiar with the machine and able to operate it.

Users requesting technical support must have internet access on the computer to which they are attempting to connect the BREN Cutter. This is to ensure driver activation is successful and also if BREN technical support needs remote access to their computer to ensure driver activation and setup is successful.

Each technical support request is non-refundable. BREN cannot guarantee the cutter the end-user is attempting to run will function depending on its' condition or any damage from previous users. Additional cables may be required depending on the model of the cutter and the computer the user is operating. End users may receive additional support if the same issue persists for a period of 30 days at no additional costs. If additional issues outside the scope of the initial issue appear, another technical support request would have to be purchased.

End users agree to these terms and accept them by payment of the technical support request.