



Maxsell Software Solutions - Customer Application Form (CAF)

Application No :

Table with 3 columns: Distributer Name & Code, Sub Agent Code, For Office use only

Section 1: APPLICANT'S DETAILS (Refers Instruction 1,2)

Name of Applicant* Gender Male Female Status of Applicant Resident individual One Behalf of Minor HUE NRI Date of Birth* Address* State* city* Pincode* Overseas Address Occupation Service Professional Business Housewife Retired Student other... Mobile* STD Tel.(Off) Tel.(Resi) Email(Refers Instruction 4*)

Permanent Address(to be filled by outstation/foreign nationals- incase of non-availability of PDA mandatory)

House No. Street Address/Name. Locality & landmark city. State/UT. Postal Code

TAX CONSULTANT DETAILS

Company Name. Address. Locality & landmark. city. State/UT. Postal Code. To Register for the National Do Not Disturb Registry. kindly sms START DND on 1909 Users name: Contact No. Do you wish to Apply for DND Registration yes No Do you wish to use this number for tele marketing yes No If yes, please register with the concerned authorities. User Name: contact No:

payment details

Cash Cheque Credit Card Debit Card Auto Debit Bank a/c no. Bank Name Branch. Bank Address. State Postal Code

Please read the Application of MAXSELL carefully before enrolling. All applicants are deemed to have read, understood and accepted the terms subject to which this offer is being made and bind themselves to the terms upon signing the application form and tendering payment.

Signature/ Thumb Impression of Applicant.

Date: / /

XXX.....Counterfoil to be retained with customer.....XXX

Table with 2 columns: Application No, Applicant Name, Product Name, Sales Person Name; Agent Code, Sales Code, Date, Sign & Stamp



Hardware Specification

Software Requirement (Server & Client)	
Operating System	Windows Server 2003; Windows Server 2008 Windows XP SP3 ; Windows 7, Windows 8
Net Framework & Others	The following are free of cost and included in the Maxsell 2.0 installer for your convenience. 1.Windows 3.1 Installer 2.Microsoft .NET Framework 3.5
SQL Server (1-10 users and 4 GB of data size)	Microsoft SQL Server 2008 Express Edition R2 (free - included in the Maxsell 2.0 6 Installer)
SQL Server (more than 10 users)	SQL Server 2008 Standard or Enterprise Edition R2 (to be purchased separately)

Maxsell 2.0 Installer suggests the following as minimum system configuration requirements for smooth operations.Your specific requirements may differ.

Hardware & Internet Connection.	
Processor	Intel Pentium IV or above and equivalent
RAM	2 GB or higher
Hard Disk	240 GB or higher (20 GB Free Space)
Monitor Resolution	1024x768 or above
Input Device	Keyboard, Window Compatible Pointing Device / Mouse
Network Card [LAN Card]	PCI Ethernet 100 MBPS LAN Card, Optional
Internet	Minimum of 3G Speed Internet connection required for Support and Team viewer Ver as per company norms.

Annual Maintenance as per Annual Support Agreement (ASA)

Service Support Terms and Condition

Maxsell has no obligations to,

- (i) Provide Support where hardware, tools or software other than those supplied by third party vendors that have been incorporated with the Product
- (ii) Provide Support for Hardware damaged by or Hardware failures caused by Customer
- (iii) Import or export customer data, create or modify custom business rules or reports, or support custom modifications to databases, active server pages,or other code components or programs
- (iv) Provide support for problems that cannot be reproduced in running the Product in a configuration meeting published
- (v) Provide Support where Internet connection speed is Minimum of 3G Speed Internet connection required for Support and Team viewer Ver as per company norms.

Hours of Phone and Email Support

Email and phone support are available Monday-Friday, 9:30 a.m. to 6:00 p.m. and Saturday, 9:00 a.m. to 2:00 p.m. excluding holidays. Holidays shall mean all public holidays , local holidays and other circumstances obligations .

Email support can be reached at support@Maxsellaccounting.com

Phone support can be reached at +91(0490)6052232, 6062232- Office number: 0490 2322232

The Annual Support Agreement includes the following service offerings:

- Email and phone support, as defined below
- o1 Year Free Service (Support through Phone & Online using Team viewer)
- oData Backup is client responsibility, improper shutdown, may cause errors in DB.

Training

Maxsell offers training for all the software at the installation phase. However if client needs we can provide training at any point of time at extra cost, on a schedule determined by Maxsell Technologies.

What is a support incident?

- An incident may include multiple contacts, including e-mails, phone communication, and any other transfer of information necessary to reproduce the problem at Maxsell Support.
- Any issue that is determined to be caused by a software bug or error in documentation will not be considered an incident.
- Extra service charges will be quoted for virus & other hardware problems. No data warranty, data backup is clients responsibility

What items are not covered by a support incident?

- Custom coding- Feature Enhancements
- Consulting – New Features
- Training

When is an incident resolved?

Once an incident has been identified by Maxell Support Team, it will be considered resolved when any of the following statements are true:

- Information regarding a reasonable solution/workaround has been provided,
- Information that the issue is resolved by upgrading to a newer release of the product in question has been provided.
- Information that isolates the issue to a third-party product has been provided
- Maxsell determines the incident is an enhancement request

Payment Terms and Conditions

100% on Installation.

Late payment charge is applicable for due amount

Cancellation Policy

Cannot cancel after installation.

Termination 40% charges will be deducted.

Customization Charge will not refundable.

Customization Case Termination 100%

Software usage ethic Policy

Company is not responsible for Any illegal usage of our software for TAX, Commercial, Audition benefits.

Renewal Policy

Renewal policy subject to terms and conditions provided by company.

Documents / Material Responsibility Policy

Company will not take any responsibility on any documents or materials given by the customers to sales representatives for better understanding of customization requirements.

Note:

All legal related issues are subjected to Thalassery Jurisdiction

I propose to enroll with Maxsell , subject to terms & conditions of the product brochure as amended from time to time. I have read and understood (before filling application form) the terms & conditions mentioned in the product Proposal /Brochure,

Date:

Place:
