



Online Support

Order Online Support

Please fill out the document and send it back to us by e-mail.*
 We will contact you promptly.

Contact

Company: _____ Contact: _____

Your order: _____

Address: _____ Place, Area: _____

E-mail: _____ Phone: _____

Device information

Device type: _____ Serial No.: _____

Error description:

Possible incidents before the error occurred (e. g. Power outage, PC-Update, Backup, etc.)

What has been done to fix the error?

Mandatory ordering of online support

Desired appointment**: _____ (Appointment is made after consultation with the service technician.)

I hereby order the online support.

Date

Official company stamp

Signature

The hourly rate for technical support is 105 EUR. The first hour of support is fully billed, regardless of the actual time it takes to troubleshoot. Each additional technician hour is billed in a customer-friendly manner every 15 minutes per hour. Of course, services for devices are not charged in the warranty, provided that the error is product-side and was not caused by incorrect operation.

**105 € /
hour**

Please note that any waiting time due to improper preparation will also be charged. We therefore recommend that the following is prepared and ensured:

- Stable internet connection (min. 2 Mbps)
- Windows with latest updates
- Administrative rights if applicable

By sending the signed online support form, you trigger a binding order.

Only to be filled in by iiM AG:

Service performed on: _____

Date

Time from ... till ...

Team View ID: _____

Confirmed by customer: _____

Signature customer

* Only duly signed and stamped orders can be considered.
 ** Appointment can be changed by iiM employees upon request.