

# SAFE Software Support Plan Terms and Conditions

## Here is what is included:

1. **Remote Assistance: (1 year)** Using GoToAssist Express®, you can have a SAFE customer service person connect to your computer through your high-speed internet connection. A customer service issue that used to take 30 minutes to correct, now takes only seconds or a few minutes. If you are trying to decide to update to the latest version of SAFE, you can also link to the customer service person's screen and see the latest screens and features. Remote Assistance also dramatically simplifies the upgrade process. Connect to customer service and then sit back and relax, we take it from there!
2. **Video Tutorials:** We have created tutorial videos for you to watch in order to understand many areas of the programs
3. **An Upgrade to the current version is included when you sign up:** We upgrade the software on a yearly basis.
4. **Phone Support: (1 year)** Call us if you have any issues.
5. **Email Support: (1 year)** Email is included FREE and with or WITHOUT the Support Plan

## Conditions:

- This plan is valid for one year without obligation to renew unless agreed upon.
- SAFE Software is not responsible for the following:
  - a. Network issues
  - b. Data backup, storage, or reinstallations
  - c. Any non-SAFE Software related issues
- You will be contacted prior to the expiration of the Support Plan and will have the option to renew and receive the above stated features.
- Any errors or bugs will be fixed FREE of charge, of course.

For more information, please call Jon Denney at (800) 604-7351 or email us at [thesafeprogram@gmail.com](mailto:thesafeprogram@gmail.com)