



# as & U Program

## **Annual Support & Upgrade Program**

**Privileges and more...**



*CAMO understands that the value of our software is largely determined by the quality of our support, so CAMO is committed to providing our clients with superior product support and upgrades.*

*Therefore, CAMO includes in all its software solutions a free, one-year support and upgrade (AS & U) contract. CAMO customers can renew these contracts after the first year, and over 95% of CAMO users worldwide choose to do so!*

**CAMO is a leading provider of software products, solutions and training, in the multivariate analysis, spectroscopy and chemometrics space. The company is largely known for pioneering The Unscrambler®, the industry-standard multivariate and experimental design Software.**

### **Benefits**

A membership that bestows you with discounts, free upgrades and quality technical support, the AS & U program is about privileges and more. Indeed, it is your opportunity to build a lasting partnership with us. As an AS & U subscriber:

- Receive new software releases, upgrades, manuals and CDs as soon as they are launched, at no charge.
- Get complimentary maintenance service for the current version of our software products.
- CAMO will provide the customer with software upgrades and enhancement during the term, however limited to such enhancement and upgrades of software that CAMO decides to commercially release on the market, during the term.

❑ Free Priority Technical Support provided by our experienced support team. Our technical experts are available to help you with any technical issues via phone, fax, or email. CAMO technical support for licenses of the software, also includes the following services:

- ❑ Advice in relation to the theory behind the software, limited to explaining and guiding the customer on the content of the user manuals and printed material concerning the software
- ❑ Help for users of our software products, concerning questions related to the functionality and use of the products
- ❑ Installation support via e-mail or phone for the site where the software provided by CAMO may be used in accordance with the license conditions that govern the use of the software

## Terms of Subscription & Fees

To become an AS & U member, the user needs to subscribe to the following terms:

- ❑ Purchase of membership to AS & U program requires prior upgrade to, or ownership of, the current version of The Unscrambler® software
- ❑ Mandatory subscription period for AS & U program is 1 year, with membership dues paid annually. Thereafter, the membership is renewed automatically unless the member rescinds it in writing, at least 30 days prior to the AS & U invoice date



Subscribe to the  
AS & U program

**Enroll Now**

\* The Introducer Package: Multivariate Data Analysis in Practice, 5<sup>th</sup> Ed, by Prof. Kim Esbensen. ISBN 82-993330-3-2



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