

Agreement for Use of Remote Assistance or other Support with TeamViewer



Agreement for Use of Remote Assistance or other Support with TeamViewer by SIEB & MEYER Staff

Remote assistance or other support will be given on explicit request by the customer.

The following terms of contract apply:

1.1 Availability

The customer explicitly accepts that SIEB & MEYER AG is not liable for the availability of external internet services or for lines that are beyond the control of SIEB & MEYER AG. In particular, SIEB & MEYER AG disclaims any liability for damages resulting from failure or overload of global communication networks.

1.2 Data Loss

The customer is responsible for data backup.

Any claims according to paragraph 1.3 of this contract will be limited to the extent required for data recovery, subject to the condition that data have been backed up properly before.

1.3 Claims

Claims on whatever legal grounds, in particular due to breach of contractual obligations and unlawful acts, are excluded.

This does not apply for liability claims arising from the following reasons:

- a) according to the Product Liability Act
- b) in cases of intent
- c) in cases of gross negligence on the part of owners, statutory representatives or executive staff
- d) in cases of fraudulent intent
- e) in cases of non-compliance with provided guarantees
- f) due to culpable breach of essential contractual obligations

Any liability claims, however, arising from the breach of contractual obligations, are limited to the contract-typical, foreseeable damages unless none of the above mentioned points apply.

Any change of the burden of proof to the disadvantage of the buyer is not associated with the above conditions.

1.4 Scope of the General Terms and Conditions

In case that the above mentioned conditions are incomplete, the General Terms of Conditions of SIEB & MEYER AG apply.

SIEB & MEYER AG Auf dem Schmaarkamp 21 21339 Lüneburg Germany	Tel. +49-(0)4131 203-0 Fax +49-(0)4131 203 2000 Fax +49-(0)4131 203 1203 (purch.) e-mail info@sieb-meyer.com www.sieb-meyer.com	Deutsche Bank AG (BLZ 240 700 75) 0 410 803 IBAN: DE29 2407 0075 0041 0803 00 SWIFT-BIC: DEUTDE2H240 Commerzbank AG (BLZ 240 400 00) 4 380 127 IBAN: DE34 2404 0000 0438 0127 00 SWIFT-BIC: COBADEFFXXX	Commercial reg.: Amtsgericht Lüneburg HRB 1805 Chairman of the board: Michael Semrau Management: Markus Meyer, Torsten Blankenburg VAT reg.no.: DE 116085664
--	---	--	--