

Essential Terms of use for Alientech Remote Assistance

Acceptance of Terms of use and its amendments

Alientech S.r.l. offers to his subscribers a Remote Assistance Service. By this Remote Assistance Service our technician can take control of your PC under your supervision, thanks to an automatic password created by the software.

Features and Purpose of the Service

The main purpose of the service is to provide technical assistance to our customers by using desktop sharing technologies.

To take advantage of this new service you must follow the following instructions:

1. Sign this Disclaimer to get the authorization to download of the Assistance Software.
2. Download and run the Assistance software provided.
3. Notify to Alientech operator the numeric password automatically generated by the software to start up the assistance.
4. Alientech operator will take full control of your PC under your supervision. You can see all the actions made by the operator and stop the service at any time.

Responsibility and obligations of the user

By downloading the software and communicating the password you have the obligation and the responsibility to monitor the assistance in order to ensure a full and complete transparency of the same.

Responsibility and obligations of Alientech

Through the Remote Assistance Service Alientech SRL grants a targeted intervention on the tools on which you require assistance, by changing any possible and necessary configuration of the operating system to allow the better, correct and full functionality of the software.

Length of Remote Assistance

Remote Assistance Service ends under these conditions:

1. You voluntarily stop the service.
2. The operator ends up the assistance where the problem, for which the assistance was required, is solved.
3. The operator, under your supervision, finds that the problem is not related to Alientech software but to the device used. (For ex., presence of virus, malware, hardware devices not properly functioning, operating system not compatible with Alientech software, lack of drivers etc.)

Claim for damages and disclaimer of responsibility by Alientech Srl

By accepting the service and ensuring the access to Alientech operator, user relieves Alientech and his staff of the responsibility of any subsequent malfunctioning, loss of data and any eventual external technical assistance needed.

In particular, user relieves Alientech SRI from any possible claim for damages and problems that may occur further to the Remote Assistance.

To complete by the applicant:

Customer Code (e.g. C0000) : _____

Name : _____

Acceptance Signature : _____