



## DREAM SENSOR CARE PACKAGE AGREEMENT

The Dream Sensor Care Package is offered to our customers as a service to ensure the continuous reliability of the Dream Sensor, as well as provide technical support to sensor users. Included in the package are the following benefits.

- **Access to the Loaner Sensor Program (Covered Entity must pay shipping)**
- **Image quality adjustments – by Appointment**
- **UnlimitedSupport**
- **Initial and Annual Training – by Appointment**
- **Discount on Extended Product Replacement Plan**
- **Help with server moves (when using DentiMax Imaging software) By Appointment**
- **Support Hours** - is open Monday through Friday between 7am MST and 5pm MST (Arizona), excluding the following holidays: *New Year’s Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day*. On occasion, Support may close without notice for staff meetings – usually on Fridays. Additionally, it is possible technical issues and other unplanned interferences may prevent the office from being open during its normal business hours. We appreciate your patience in these situations, and we will return all calls and messages in the order they are received. **To contact Support please call 1- 800-704-8494 ext: 803 or email your question or issue to [imaging@dentimax.com](mailto:imaging@dentimax.com)**.

❖ **Cancellation** - DentiMax may discontinue a care plan with 30 days written notice to the Covered Entity or immediately after payment failure. In cases of declined payment, a late fee and reconnect fee will be applied to the account after the 15<sup>th</sup> day of non-payment. Payment in full of the past due amount and any accrued late charges will be required to restore the support plan. Requests for cancellation must be submitted in writing **at least 15 days prior** to the renewal date to guarantee timely cancellation once the minimum 12-month commitment has been fulfilled. Requests received less than 15 days prior to the renewal date will be honored on the next billing cycle. Cancellation request forms may be obtained by emailing [imaging@dentimax.com](mailto:imaging@dentimax.com) or click here - [Dream Sensor Care Package Cancellation](#)

### PRICING

The Dream Sensor Care Package is available at \$49 per month (up to three sensors per office location, additional sensors may incur an additional charge) with a 12-month commitment for customers. As an alternative, the Package can be paid for on an annual basis at a total price of \$499. Both alternatives include an automatic renewal feature to ensure continuous availability of the Package benefits. Customers who wish to discontinue participation may cancel at the end of their commitment. No refunds are made for partial use of the benefit term and no early cancelation of the monthly commitment is permitted.

Monthly Dream Sensor Support	Annual Dream Sensor Support	One-Time Use Dream Sensor Support
\$49 / Month	\$499/ year	\$99.00/ hour; 1 hour minimum

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Initials