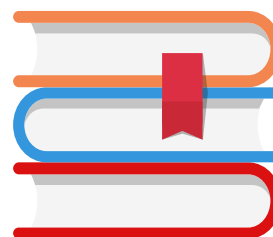# Support contract order form

for the Web Opac App for Android
please e-mail this to **bestellung@opac.app**
or mail it to:

rami.io Softwareentwicklung
z.Hd. Raphael Michel
Römerstraße 245
69126 Heidelberg
Germany

Order

Library

Contact Person

Street & Nr

ZIP code, City, Country

Telephone

Email

◯ Our library is already part of Web Opac App

◯ Our library needs to be added newly to Web Opac App

OPAC URL

Pricing tier
◯ Cities above 400k peopl: 492 € / year + VAT
◯ Cities with 100k-400k people: 380 € / year + VAT
◯ Cities with 50k-100k people: 312 € / year + VAT
◯ Cities up to 50k people: 228 € / year + VAT
◯ Scientific libraries etc.: 288 € / year + VAT

I hereby order a support contract in the name of the library I'm representing, effective from the first of the next month, subject to the conditions laid out on the next page.

Date: Signature:

Support contract conditions Web Opac App
This is a translation for your convenience, only the German version is legally binding.

Duration
- The contract runs for 12 months and automatically renews for another 12 months if not terminated. The contract can be terminated with 4 weeks notice to the end of the term via email or in written form. If prices are raised, the library will be informed at least eight weeks before the end of the term.
- The full price is due to the beginning of the term.
- If the customer has a special termination right according to one of the terms specified below, the contract can be terminated with two weeks notice. The partial license price will be refunded for the remaining full months of the term.

Scope
- During the contract term, the provider ensures the functionality of the Web Opac App for use with the online catalogue of the library. This includes especially searching the catalogue, displaying user accounts, performing renewals and reservations as well as a reminder feature, as long as those functions have been available for the library system in use as specified on https://opac.app/de/compatibility/ at the time of signature.
- The provider may extend or reduce the features of the app. If the features are reduced by important parts, the library has a right to special termination (see above).
- The library will be given an email address that can be used to report any bugs or malfunctions to the provider. The provider assures to reply within three business days.

Compatibility
- If the vendor of the software that the library uses to publish their catalogue (OPAC software) publishes an update or if the library modifies their OPAC in a way that reduces compatibility with the app, the library is required to notify the provider. Depending on the size of the changes, the app will be adjusted within a reasonable timeframe. If an adjustment is not feasible for technical reasons or because the required effort is too high, the app may use their right to special termination.
- If the library changes the software they use to publish their OPAC and the newly used software is not supported by the app, the provider is not required to adjust the app for free or allow a special termination.
- The provider ensures that the app runs on common consumer smartphones with recent versions of the Android operating system, but can not guarantee that it runs on every single device without any restrictions.

Liability
- The provider assumes liability only up to a maximum amount of the yearly price of this contract. This is not including damages to persons and physical goods.
- The provider does not assume any liability for errors in the content and functionality presented by the app, the absence of notifications or for errors caused by outages and maintainance of server systems. The provider does not assume any liability for loss of profit or savings, indirect or consequential damages.
- The restrictions of liability do not extend to damages caused by intent or gross negligence or the missing of guaranteed features. They do not restrict liability according to the Produkthaftungsgesetz.

Misc.
- Privacy policy: https://opac.app/en/privacy/
- Any deviations from these conditions need to be specified in writing.
- If any of these clauses is invalid, the validity of all other clauses is not affected.
- German law is applicable exclusively to this contract.