

TeamViewer Disclaimer of Liability

You are about to establish a shared computer session with a technical support adviser from burster präzisionsmesstechnik gmbh & co kg.

Please note: by starting the TeamViewer software you acknowledge the disclaimer of liability for the use of TeamViewer.

Disclaimer of liability for the use of TeamViewer

At your express wish as a customer, burster präzisionsmesstechnik gmbh & co kg will create a remote data connection with the aid of TeamViewer software. Please also consider the information from the supplier of TeamViewer at <https://www.teamviewer.com/en/>. In the case of remote access, we take no responsibility and make no warranty of any kind for your IT systems, the programs installed on your computer or their protective measures (virus scanner or firewall). You alone are responsible for the establishment of appropriate measures for data security.

The following apply to actions carried out by us during a remote access to your systems:

- (1) You have the duty to back up all affected data in accordance with the state of the art prior to a remote access. We may therefore assume that all data on your systems with which we can come into contact in the course of performing support services has been backed up.
- (2) In all cases of contractual and noncontractual liability we will pay damages exclusively subject to the following limits:
 - a) The full amount for intentional acts and gross negligence, also in the case of the absence of a quality which we have guaranteed;
 - b) For damages other than those mentioned in a) which are based on a breach of material contractual duties (cardinal duties) through slight negligence, our liability is limited to compensation of foreseeable loss typical of contract. Material contractual duties under the first sentence are such duties, the breach of which jeopardizes realization of the contractual purpose whose satisfaction makes the proper performance of the contract at all possible and on the adherence to which you regularly rely.
 - c) Apart from that, further liability is excluded for losses other than those mentioned in a) which are based on slightly negligent breach of duties other than those mentioned in b).
- (3) The limitations of liability under paragraph (2) do not apply to liability for personal injuries and liability under the German Product Liability Act (Produkthaftungsgesetz).
- (4) You are responsible for making a regular backup of your data. When we are at fault for a loss of data, our liability is therefore exclusively limited to the cost of restoration of the data which would also have been incurred if the data had been properly backed up.

Clicking the button will confirm your acceptance of the agreement on online support and will start the TeamViewer software.

Please note that this service is only available during our business hours and is subject to prior arrangement by telephone with our support staff.

- The support staff will not be able to connect with your system unless you share your Teamviewer ID and password. Share this information only with authorized support staff of burster präzisionsmesstechnik gmbh & co kg.
- No third-party programs are installed on your system without your consent.
- You can end the shared session at any time.