



## DDS Pro Imaging Software Support Renewal Offer

To our valued software customers,

I hope this message finds you well. As a valued customer of Mid America Dental Sales, Inc. we greatly appreciate your continued trust in our software solutions. Your satisfaction is our priority, which is why we are reaching out to you today with an important offer regarding your software support services.

We understand that your current annual software support service plan is set to expire soon, if not already. To ensure you continue to receive uninterrupted support and benefit from our expertise, we are pleased to extend a renewal offer tailored specifically for you. This service also covers those customers of the former Good Dr's USA, with the older versions of the CADI, & Polaroid DDS Imaging software programs.

### Renew Your Annual DDS Pro Imaging Software Support Service:

- **Price:** \$650 per year
- **Benefits:**
  - Priority access to our support team
  - Regular software updates and patches -**New ver. 8.23/24** is ready. See the attached page for the extensive list of **ver.8.23/24** features and benefits. (Please Note- Update process may take a couple of hours off-line to update software and re-install all devices.)
  - Assistance with adding new PC's or hardware into the software
  - Assistance with troubleshooting and issue resolution-Includes support for former Gd Drs USA hardware that is no longer supported (Polaroid Sensors & Intraoral cameras) as long as your support is current.

By renewing your annual software support service, you will not only save significantly compared to the pay-as-you-go plan but also ensure that any issues or questions you have will be promptly addressed by our dedicated support staff.

**Pay-As-You-Go Plan Alternative:** Alternatively, if you prefer flexibility, you can opt for our pay-as-you-go plan with your current version of software-(Updates are not included):

- **First Hour:** \$225 (1-hour minimum)
- **Each Additional Hour:** \$140 per instance

While this option provides flexibility, please note that the costs can add up quickly.

Don't get caught without yearly support coverage. Be first in line for available support sessions. Avoid the delays of the Pay-As-You-Go plan. To renew now, fill out and submit the form on the backside of this letter. Email to: [Orders@dentalsalesinc.com](mailto:Orders@dentalsalesinc.com)

*Mid America Dental Sales, Inc.  
121 Exchange Blvd. Glendale heights, IL 60139*



### Support Service Credit Card Authorization Form

#### Customer Information (To be completed by Customer)

Legal Company Name: \_\_\_\_\_ Tax ID: \_\_\_\_\_

Product(s) (Brand / Description / Model / Serial number) that support is being requested for: \_\_\_\_\_

#### Payment Schedule (To be completed by Customer)

I choose the Hourly "Pay-As-I-Go" plan. Hourly Fee is \$225 per instance (1-hour minimum)

I authorize Mid America Dental Sales, Inc. to bill the card listed below as specified: Service and Support fees have a charge of \$225, per instance, for up to one hour, with additional hours being charged at \$140 per hour. Your card will be charged \$225 for the initial instance upfront, with any additional time itemized on your invoice and billed to your card once support services are completed. Please list your problem below:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I chose to renew my yearly support and receive all the benefits that it entails. Yearly fee is \$650

Year round support, free updates and fixes as needed, training, support for legacy products, etc.

I authorize Mid America Dental Sales, Inc. to bill the card listed below as specified: 1 Year Service and Support

#### Credit Card Information VISA, MC, DISC, AMEX (To be completed by customer)

Credit card type: \_\_\_\_\_ Credit card number: \_\_\_\_\_ Sec Code: \_\_\_\_\_ Expires: Mo/ Yr \_\_\_\_\_

Cardholder's name: (as shown on credit card) \_\_\_\_\_

Zip code (Billing Address) **REQUIRED** \_\_\_\_\_

Customer Signature \_\_\_\_\_

Date: \_\_\_\_\_

#### Terms and Conditions (please read before signing)

Buyer understands that Mid America Dental Sales, Inc. will never be held liable for any direct, incidental, or consequential damages, including, but not limited to, loss of profits, loss of benefits or loss of data resulting from use and purchase of any of the above items, including software, phone technical support, hardware, printers or on-site services. Buyer understands that Mid America Dental Sales, Inc. reserves the right to charge for any on-site or phone support work after initial hours listed on this quote for any and all work. **Once agreement is signed, Buyer understands that Technical Support will only cover the products on this purchase.**

Each office is responsible insuring equipment under business insurance policy.

If paying by check, Services will be provided once check has cleared. NSF checks will incur a \$45 fee per occurrence.

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