



TERMS & CONDITIONS

Terms and Conditions for Training and Consulting Services

1. Scope of Training and Consulting Services

These terms and conditions govern all training and consulting services provided by CNC Software, LLC, d/b/a Mastercam ("Mastercam") to the company or individual identified in the quote ("student").

The training class is designed to provide students with skills and knowledge as specified in the quote.

2. Eligibility Requirements for Virtual/Remote Training

All students must be remote-qualified 10 business days prior to the first day of class. If a student is not remote-qualified 10 business days prior to class, they will be notified by email that they are no longer registered.

The remote qualification process is to verify connection, video, audio and, most importantly, that student and instructor platforms are working properly for both parties.

Mastercam's remote classes are conducted through 2 platforms, one for the student to see the instructor (GoToTraining, or Microsoft Teams). The second is for the instructor to see the student's screen using GoToAssist. All students must be able to use one of the platforms in addition to GoToAssist otherwise they will be unenrolled from the class. Both platforms must be used for the entire duration of the class to document the students' attendance at the class. Mastercam reserves the right to deny admission if eligibility criteria are not met.

3. Registration and Fees

The purchase of any Open Enrollment Training class does not include automatic enrollment in the class: formal registration for all classes is necessary. To register, go to Mastercam.com, then Support and Product Training, then register for the location and date the student wishes to attend. The student will receive an email with class details within 48 business hours after submitting.

Terms: **Net 30 from date of invoice unless otherwise stated on the Standard Order Form (SOF).** At time of purchase, the SOF must include **Start and End dates** for both Open Enrollment, Custom Training and Consulting. For Custom Training or Consulting, Start and End dates will be the best estimate at time of sale.

Custom training and consulting fees exclude per diem food and lodging expenses, travel time and the

cost of training manuals, which will be charged at the time of invoice.

A student's seat in an Open Enrollment class is not reserved until Mastercam receives a registration and the student meets prerequisites and then the student will receive a confirmation email from Mastercam Global Training department.

A student may reschedule with no penalty up to 10 business days prior to the start of class. If less than 10 business days, a 25% re-registration fee will be charged. If training is purchased **within 10 business days of a scheduled class**, no changes are permitted.

Scheduling for custom training or consulting is coordinated through the Territory Technical Manager and or the Global Training Team.

Fees for classes, consulting and custom training are non-refundable unless otherwise specified (refer to the Cancellation and Refund Policy below).

4. Cancellation and Refund Policy

Any class, custom training or consulting cancellation must be received 10 days prior to the first day of class.

To cancel an Open Enrollment class registration and receive a 75% refund, a student must cancel within 3 months of original purchase and notify Mastercam on or before 10 business days prior to the class starting date. If the cancellation is less than 10 business days from the class commencement, the full cost of the class will be charged.

Mastercam reserves the right to cancel or reschedule classes on or before 5 business days prior to the start of a class. Please keep this in mind when booking travel arrangements. The purchase of any open enrollment training classes does not include automatic enrollment in the next regularly scheduled class. Formal registration for all classes is necessary through the Mastercam website.

Open Enrollment classes, custom training and consulting are valid for 3 months from date of purchase, with a one-time extension up to 6 months for valid business reasons. A second change within the 6 months will incur a fee of 25% of the class, custom training or consulting fees.

Classes must be completed within 3 months from the original date of purchase, after which time any fees paid are non-refundable. This includes any re-scheduled classes.

No refunds will be issued for cancellations made after the 3-month deadline or for students who fail to attend or that cancel less than 10 business days before the start date.

5. Program Delivery

The training class or consulting services will be delivered as specified in the Mastercam quote. If a dedicated class or consulting is at a customer's facility, the customer must provide a quiet, isolated conference or training room with table(s) chairs, electrical outlet and a video projector or large TV monitor.

Mastercam reserves the right to modify the schedule, format, or content of the training program as necessary.

6. Code of Conduct

For any Mastercam training or consulting, either at a Mastercam, vendor, partner or participant facility, the student and Mastercam agree to adhere to the following code of conduct.

Expectations for Mastercam:

- Provide a safe and secure environment for all students.
- Ensure staff are available to support students and address any concerns.
- Communicate policies and expectations clearly.
- Deliver high-quality professional training.
- Always treat students with respect and courtesy.

Expectations for Students:

- Arrive on time, silence your phone and separate from your work and personal communications.
- Actively participate in the training or consulting and share information - Ask questions, share opinions and collaborate with the group.
- Be professional and respectful of others and engage positively in training or consulting each day.
- Follow the Mastercam Training Guidelines and Expectations.
- Communicate any concerns or issues to the trainer or Mastercam representative appropriately.

Mastercam reserves the right to remove disruptive students from the program without a refund.

7. Intellectual Property

All materials provided during the training (e.g., slides, guides, videos) are the intellectual property of Mastercam. Students may not copy, reproduce, share or distribute these materials without prior written permission.

8. Confidentiality

Students agree to keep confidential any proprietary or sensitive information shared during the training.

9. Force Majeure

Mastercam is not liable for failure to deliver the training program due to events beyond its control, including but not limited to natural disasters, technical issues, or government restrictions.

10. Liability

Mastercam is not liable for any direct or indirect, consequential, special, exemplary, punitive or other types of damages, losses, or injuries incurred during or as a result of the training program.

Mastercam's total liability for all claims and damages, in aggregate and regardless of the form of action, will be limited to (i) any fees paid or (ii) \$1,000, whichever is lower.

11. Amendments

Mastercam reserves the right to update or modify these terms and conditions at any time. Students will be notified of significant changes.

12. Governing Law

These terms and conditions are governed by the laws of the State of Connecticut and any disputes will be subject to the exclusive jurisdiction of the courts in Connecticut.

13. Contact Information

If you have any questions or concerns regarding these Terms and Conditions or require assistance, please contact us through one of the following methods:

- **Email:** training@mastercam.com

For phone support, please contact the appropriate Territory Office based on your location:

- **Northeast, USA** (888)-396-0836 | 8am – 5pm ET
- **Southeast, USA** (888)-396-1880 | 8am – 6pm ET
- **Midwest, USA** (888)-396-4870 | 7am – 5pm CT
- **West, USA** (888)-396-4834 | 8am – 5pm PT

For inquiries outside the listed territories, please contact our main office at (800) 228-2877 (USA and Canada) or +44-0121-504-5200 (UK) for further assistance.