



## 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 ("Participant" or "student").

The training program is designed to provide Participants 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 GoToMeeting 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 student's 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. If needed, students may, call (800) 275-6226, & select 1 for Direct Customers, then 4 for training.

Full payment is required with the purchase order. The training or consulting fee excludes shipping/handling or other applicable expenses that will be invoiced separately. Payment for all training classes is due in-full 10 business days prior to the commencement of each class.

***A student's seat in a class is not reserved until Mastercam receives full payment of the training amount. If payment is not made on or before 10 business days prior to the class start date, the student will not be enrolled in the class. Mastercam will notify the student and/or the registration contact of the cancellation. Payment can be made in the form of an ACH or credit card.*** Full payment of training fees is required to confirm class enrollment and full payment of consulting fees is required before scheduled consulting dates are confirmed.

Fees are non-refundable unless otherwise specified (refer to the Cancellation and Refund Policy below).

Onsite consulting &/or training services do not include per diem (food & lodging) expenses or travel time and will be billed for.

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.

### 4. Cancellation and Refund Policy

Any class cancellations must be received 10 days prior to the first day of class.

To cancel a registration and receive a 75% refund, you must notify Mastercam on or before 10 business days prior to the class starting date. If the cancellation 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.

Open Enrollment seats and consulting are valid for 9 months from date of purchase: Classes must be completed within 9 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 deadline or for Participants who fail to attend.

### 5. Program Delivery

The training class or consulting services will be delivered as specified in the Mastercam quote. If class or consulting is at the Participant's facility, the Participant 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 Participant and Mastercam agree to adhere to the following code of conduct.

### Expectations for Mastercam:

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

### Expectations for Students/Participants:

- 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 your 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 participants 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. Participants may not copy, reproduce, share or distribute these materials without prior written permission.

## 8. Confidentiality

Participants 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 damages, losses, or injuries incurred during or as a

result of the training program.

### 11. Amendments

Mastercam reserves the right to update or modify these terms and conditions at any time. Participants 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. Non-Solicit Policy

The Participant shall not upon acceptance of this proposal, and for one (1) year following, without the prior written consent of Mastercam, directly or indirectly, on its own behalf or in the service or on behalf of others solicit, divert or hire away, or attempt to solicit, divert or hire away, any person employed by Mastercam, whether or not such employee is a full-time employee or a temporary employee of Mastercam, and whether or not such employment is pursuant to written agreement and whether or not such employment is for a determined period or is at will, except pursuant to a general solicitation that is not directed specifically to any such employees.

### 14. Contact Information

For any questions or concerns, please contact:

- Email: [training@mastercam.com](mailto:training@mastercam.com)
- 860-875-5006, ask to speak to the Global Training team
- Address: 671 Old Post Rd, Tolland, CT 06084