

iTech Smartnet Limited

Support Contract Registration Checklist

What is required to register vendor entitlement under the end user name.

Registered To	End user name not reseller name
Required	Serial list plus end user entity and site details
Levels	SNT SNTP SNTC SNTE and vendor equivalents
Renewals	Quoted ahead of expiry rather than after lapse

Before The Order

Confirm the response level required at each site. A four hour level is only meaningful where the vendor holds a depot nearby.

At Quotation

Support is quoted with the hardware so the appliance or switch is usable and updatable on day one rather than after a second cycle.

Registration Details

End user legal entity name site address technical contact and the serial list from the consignment.

After Registration

Reconcile serials against your asset register and record the expiry date. Reinstating a lapsed contract costs more than renewing an active one.

Ongoing

Estates drift as units move and retire. Reconcile at least annually so the contract covers what is actually in service.

How To Order

WhatsApp	+86 130 0453 9967 — fastest route for quotations
Email	sales@itechsmartnet.com
Address	Workshop 60, 3/F, Block A, East Sun Industrial Centre, No.16 Shing Yip Street, Kwun Tong, Kowloon, Hong Kong
Office Hours	Mon to Fri 09:00 to 18:00 HKT
What To Send	Part numbers quantities destination country and any deadline

Every consignment ships with a serial list issued before despatch a commercial invoice a packing list and the applicable certificate pack. Support contracts are registered under the end user name.