

Sovda Installation and Training Policies

At Sovda we offer installation, training and service support. Our machines are backed by product-specific limited warranties. Sovda is able to provide our clients with pre-sale consultations, on-site installation, and after-sales service to ensure your full satisfaction.

The *standard purchase price* of the **Sovda Pearl Mini Color Sorter**

1. Includes (and requires assistance of at least one staff member):
 - a. Onsite installation by a Sovda representative. **Estimated 4 day.**
 - b. Color sorting program setup, demonstration, and training. **Estimated 1 day**
 - c. Airfare travel expenses for Sovda representative.

2. Does not include (host should arrange or provide payment for):
 - a. Transportation from and to the airport.
 - b. Reasonable and safe lodging, hotel, or AirBnB (3+star equivalent) and fooding
 - c. Daily transportation to and from installation job site.
 - d. Airfare travel expenses for Sovda representative Based on your location this will vary
 - e. Adequate visas for technician. And any exceptional additional cost for the country visited

The *standard purchase price* of the **Sovda Z Loader, Precision Fill and Lift:**

3. If Purchased as **part of a Package with Pearl Mini** Includes:
 - a. Provisions included with Pearl Mini (1) above.
 - b. Onsite installation and training on machine for your staff member. **Estimated 1 day**

4. If Purchased **Separately** Includes:
 - a. Remote support video conference for assembly, setup and operation.
 - b. Manuals and Video Tutorials (product specific availability).

Note1: if special circumstances apply to your purchase or installation, extra day(s) before or after installation may be required and should be communicated at the time of order. If unforeseeable changes occur (e.g. roastery construction) Sovda requests advance notice 2-4 weeks prior to travel.

Note2: to expedite successful installations we request that our clients prepare well. Prior communication and checklists will instruct: space, equipment, tools, unboxing, staffing, time, etc. preparations.

Note 3: If Sovda need to stay over 10 days for install you should not pay extra expenses. If Sovda need to stay over 1 day for training or comeback you should pay expenses.