

# **PETEXEC, INC.**

## **DATA TRANSFER PROCEDURE AND TERMS**

### **DATA CONSIDERATIONS**

While transferring data from one system to another seems simple enough from an outsider's perspective, it is more complex than simply transferring data from one field to another. Database structures in some systems can either overlap data, be missing variables in required fields, be incorrect, or simply not line up perfectly. Due to these complexities, PetExec, Inc. can never promise that the data transfer will be flawless due to the quality of the data we receive.

The quality of your data is very important for the best possible experience working in PetExec. The accuracy of the data will determine the outcome of the transfer. The provided data will be used as a replacement for any customer or pet data entered into the system. Any owner, pets, vets, breeds, etc. along with any related information (existing orders, package, notes) will be overwritten during the transfer.

### **WHAT IS INVOLVED IN A DATA TRANSFER?**

Typically, PetExec, Inc. gathers data by running database queries against your original data source to extract the data PetExec, Inc. can use. Once it is in a usable format, PetExec, Inc. will run a program that will import the data directly into PetExec. PetExec, Inc. will not be held responsible for the errors in transfer of data from one database to another. The data is strictly used in the way it is provided to PetExec, Inc. and some corrections or modifications by the end user are normal and are expected.

### **IS THERE A COST INVOLVED?**

PetExec, Inc. tech support generally spends at least two hours evaluating, parsing and passing data from your system to PetExec. A typical data transfer from a competitive product will cost \$300.00 to complete.

### **CUSTOM DATA TRANSFERS**

If the data is in a format that requires custom programming, additional time to address the complexities may be required. The total cost will be discussed prior to the actual transfer.

### **IS THERE DATA THAT CANNOT BE TRANSFERRED?**

Yes, in general. PetExec, Inc. transfers are currently restricted to owners, pets, vaccination types, pet vaccinations (vaccination expiration dates for each pet), breeds, and veterinarian information. PetExec, Inc. does not currently transfer schedules, calendars, billing and other information. PetExec, Inc. cannot guarantee the accuracy of the data provided from a different vendor database.

### **PAYMENT**

Payment must be made on the day of the transfer. There are absolutely no refunds for data transfers.

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