

Aitoc Software LLC Support Conditions

The following terminology applies to these Support Conditions:

The Customer refers to the person accepting Aitoc Software LLC Support Conditions. The Company refers to Aitoc Software LLC Support refers to Development Support services by Aitoc Software LLC that require Aitoc staff to work on the Customer's production or test Magento installation.

1. General

This is a legal Agreement between Aitoc Software LLC. and the Customer that covers Support Services performed for the Customer by the Aitoc Support Team. By purchasing development support time the Customer is asserting with the below-stated Terms and Conditions of the present Agreement. The Support Team reserves the right to ignore any appeals or requests not falling under the present conditions.

These Support Conditions also apply to Custom Development services by Aitoc Software LLC.

2. Prepaid Support Time Usage

The Customer may use the prepaid Support time to request Magento-related support that does not necessarily concern Aitoc modules. The scope of services offered is defined by the Aitoc Support Team.

The Customer can buy prepaid Support time without buying a module from Aitoc. In this case, the Customer is required to assign the purchased time to a specific project to get Support services from Aitoc.

3. Purchase of Prepaid Support Time

All tasks that the Support Team agrees to perform are broken down into categories and complexity level. Each task category/complexity combination is assigned certain time required for performing the task.

Prepaid support time is written off based on the actual time the Support Team spent on the task.

In cases when extraordinary support effort is required, the Customer will be charged extra or will be offered a refund.

If the Customer doesn't purchase enough support in advance, additional support time can be purchased at Aitoc.com at the time when the Customer needs it.

All information about purchased and used Support time is available in the Customer's account area at aitoc.com.

4. Processing Support Requests

All support requests are queued based on when they were submitted. If the Customer duplicates the ticket before it goes into processing, the ticket automatically goes to the end of the queue.

The Customer shall provide the Support Team with all the necessary access information and a maximally detailed problem description. The Customer's failure to provide access info shall result in the Customer's inability to receive Support services.

Aitoc Support Team shall provide services via support tickets system. Regular working hours are Monday to Friday, 9 am - 5 pm (UTC/GMT +3 time zone).

5. Warranty

The Customer has one-week warranty that becomes effective once the Support Team has finished its work on the Customer's Magento. Within this time, the Customer can request additional work if the changes performed by the Support Team didn't lead to the results that both parties agreed upon before the work commenced.

The warranty is void if, within the warranty period, the Customer or a 3rd party developer make any changes to the project's code.

6. Free Email Support

Inquiries that do not require the Support Team to work neither on the Customer's production, nor on the Customer's test host will be answered free of charge. Support Team shall provide to the Customer written advise over email to guide the Customer towards a possible solution of the problem.

7. Bugfixes

Bugs in the Products are fixed and made available to the Customer free of charge. The Customer may report bugs to Aitoc team to speed up the bug fixing process. The information about fixed bugs shall be available in the Changelog tab of each product. It is Customer's responsibility to check for new Product updates that may include bug fixes.

8. Validity of Support Term

The prepaid Support time the Customer receives with a Product purchase is available granted the Aitoc module has valid Support term (6 months). Once that term is over, the Support Team has the right to refuse Support services or ask the Customer to purchase Support time.

The Support Team shall provide advice on how a problem might be fixed, but, if the solution requires the involvement of Aitoc Support Team with the Customer's host, the Customer would have to purchase more prepaid Support time.

9. Support Refunds

Pre-paid development support time is non-refundable. The Customer is encouraged to discuss the number of development support hours required for completing their task with an Aitoc Software LLC employee free of charge prior to making the purchase.

10. Disclaimer of Responsibility

Aitoc Software LLC. is not liable to the Customer or any third party for any damages including, but not limited to, loss of business information or business profits due to Aitoc Support services.

By accepting these Support Conditions the Customer acknowledges to order Support services at own risk and has clear understanding of responsibility for any damage to own computer system or data.

11. Changes in Support Conditions

Aitoc Software LLC. reserves the right to modify this Agreement at any time. It is solely Customer's responsibility to inquire about any changes made to the present Agreement.