

Annex 2 to the Regulations - Terms of Support of the CustomizeMe Website

§1. General provisions

1. These terms of support hereinafter referred to as the Terms, define the rules for using the Service Provider's Support in the form provided for the selected Subscription Plan.
2. The Service Provider delivers the following forms of support:
 - a) Support Community;
 - b) Support Standard;
 - c) Support Premium.

§2. Terms of use for Support Community

The Support Community relies on support from other CustomizeMe users and generally available documentation.

§3. Terms of use for Support Standard and Premium

1. The condition for using Support Standard and Premium is to purchase the appropriate Subscription Plan.
2. Support Standard and Premium provides for the possibility of reporting problems by the Contractor (his Users or Clients) to the following e-mail address: support@customizeme.app.
3. Problem reports are forwarded to the Support Consultant. The consultant will cooperate with the Contractor to identify and solve the problem. Nevertheless, in order for the problem to be solved faster, the notification should contain:
 - a) a topic that clearly indicates that you reported a problem;
 - b) the time when the problem noticed by the Contractor occurred;
 - c) a description of steps performed to initially diagnose the problem;
 - d) description of the problem including the circumstances and place of its occurrence;
 - e) if possible, the content of messages, screenshots showing the problem;
 - f) any expectations regarding the implementation.
4. The problems reported by the Contractor are considered to be closed after the consultant and the Contractor agree on a satisfactory solution. In a situation where the Support Consultant waits for a response from the Contractor and after 7 days does not receive any signal from him, the Consultant closes the problem, which is considered to be resolved.
5. If it is necessary to supplement a problem report or clarify some additional circumstances related to services provided to the Service Provider by entities for which the Service Provider is not responsible, or working for the Service Provider as subcontractors, the Service Provider shall send the Contractor a request to supplement his problem report or clarify these circumstances as soon as possible.

6. The Service Provider may refuse to answer within the Support without giving a reason if:
 - a) the nature of the report is not related to the services provided,
 - b) the Contractor's behavior may be considered an offense or a crime,
 - c) the Contractor's behavior is contrary to the legal provisions or principles of social coexistence,
 - d) the Contractor's behavior is contrary to the main Terms of Service of the Website.

§4. Support operation time

1. Support Standard is provided on business days, i.e. from Monday to Friday, excluding public holidays in Luxembourg from 8 a.m. - 4 p.m.
2. Support Premium is provided seven days a week, 24 hours a day (24/7).
3. The consultant will try to solve the problems as quickly as possible.
4. The reported problems are grouped according to their status, which determines their importance:

	Reaction time	
Problem	Support Standard	Support Premium
No access to the Website and no way to avoid the problem has been found; a significant number of users are affected by system downtime	8 business hours	4 hours
The Website component is not working, which has a significant effect on the Website operation	8 business hours	4 hours
The Website component is not working properly, which has an average impact on the Website operation	8 business hours	4 hours
Questions about the Website functionality.	8 business hours	4 hours

Suggestions, question about new features and improvements to the Website	8 business hours	4 hours
--	------------------	---------

Reaction time – means the maximum response time of the Consultant to the reported problem, this is the amount of time that the Consultant will need to confirm the acceptance of the report and start solving the problem.

§5. Responsibility of the Service Provider

The service provider is not responsible for:

- a) providing by the Contractor a false or incomplete data, preventing the diagnosis and fixing the problem;
- b) an incorrect way of using the Support by the Contractor, as well as for the content provided by the Contractor;
- c) damages caused by the Contractor’s actions or failure to act as well as and damages resulting from the provision of incomplete or false data;
- d) temporary interruption in delivery of services caused by maintenance, repair or development works on the Website.

§6. Final Provisions

1. In matters not covered by the Terms, the Main Terms of Service of the CustomizeMe Website shall apply.
2. The Service Provider reserves the right to change the Terms (for important reasons) at any time. Amendments to the Terms come into force on the day of their announcement.