

SUPPORT POLICY

1. GENERAL

These general terms and conditions apply to the provision of support and maintenance ("Support") from Logtrade Technology AB ("Logtrade") to the Customer regarding services defined in the [Terms and Conditions](#) (the "Service"). Support is provided only after the Customer has accepted the terms of the Terms and Conditions which includes the appendix Data Processing Agreement, and the [Privacy Policy](#).

The Customer is offered Support for the Service from Logtrade during our telephone hours for Swedish working days with the exception of normal public holidays in Sweden and days specified on the website.

Support includes support for Maintenance Updates and Upgrade Releases as shown below.

2. DEFINITIONS

In addition to the definitions set out in the Term and Conditions, the following terms shall have the following meanings:

"Error" means that the Service does not comply with the specifications stated in the documentation for the Service, which results in the Service not being able to be used or in a significant restriction in the use. Errors are classified by Logtrade as priority A, B or C as follows:

Priority A

- The service is seriously affected or non-operational
- Output from the Service is seriously affected
- The service's handling of project critical applications are non-operational

Priority B

- The service has reduced functionality
- The service is unstable with recurring disruptions
- Project-critical applications are not affected, but system failures occur
- Another time-critical issue with an impact on use or output

Priority C

- The error affects the Customer's use of the Service, but not in a significant way
- General information
- Need for clarification of procedures or information regarding documentation

"Remedy" means either a modification of or addition to the Service that corrects the error or a procedure or routine which, when used in the normal use of the Service, eliminates the practical negative effects of the error for the Customer.

"Support Period" refers to the time period for which the Customer accepts the terms of the Term and Conditions. The support period begins when the Order form are signed.

"Maintenance release" refers to a subsequent version of the Service which contains corrections after Remedy and / or Upgrades.

”*Upgrade*” refers to a change in the Service that is generally provided by Logtrade during the Support Period, which includes new or changed functions or which increases the Service’s capacity. An Upgrade includes features provided by a new product or for which a special fee is charged. If the question arises as to whether a particular product constitutes an upgrade or a new product or new functionality, Logtrade’s opinion shall be decisive, provided that Logtrade treats new products as a new product or new functionality towards end users in general.

3. REMEDY

Logtrade shall take the necessary steps to provide Remedy or circumvent errors in service. Furthermore, Remedy can be done by providing a temporary fix to be used until a Maintenance Release containing a permanent error correction becomes available. If an Error has been rectified in a Maintenance Release, the Customer is obliged to install and implement the current Maintenance Release.

Logtrade determines after error reporting from the Customer what priority a reported Error has, applying the following levels:

Priority A:

Logtrade immediately takes the following measures:

- (1) Logtrade immediately assigns special expertise to have started rectifying the Error as soon as possible,
- (2) Logtrade begins by providing temporary bypass or fix and
- (3) Logtrade should with ambition take the necessary measures to rectify errors in the next version of the Service

Priority B:

Logtrade allocates special expertise to have started Remedy as soon as possible. Logtrade takes the necessary steps to include a circumvention or fix for errors with Priority B.

Priority C:

Logtrade responds to the Customer’s request within a reasonable time.

4. UPGRADES

During the Support Period, Logtrade shall provide Maintenance Releases with Upgrades to the Customer when and to the extent these are made publicly available by Logtrade.

5. CONDITIONS FOR PROVIDING SUPPORT

Logtrade’s obligation to provide support and maintenance requires that:

- (a) The Customer takes any reasonable action to resolve problems encountered in consultation with Logtrade,
- (b) The Customer provides the necessary information or resources to enable the error to be remedied, either at Logtrade or via a dial-up connection to the Customer’s premises, including access to the required personnel and hardware and the software used in the occurrence of the Error, and that
- (c) The Customer immediately installs all Maintenance Releases.

6. SUPPORT VIA REMOTE CONTROL

The Customer is aware that Logtrade provides technical support via remote control. The Customer is aware that Logtrade provides access to the Customer’s computer system through such remote control and that the purpose of this is to enable Logtrade’s support technicians to make necessary changes to the Customer’s computer system if necessary. The Customer is responsible for ensuring that its Users are authorized to use support via remote control if necessary. The Customer also understands and accepts that Logtrade does not take any responsibility for any damage – directly or indirectly – caused to the Customer through the use of technical support via remote control unless such damage is caused to the Customer through intentional or gross negligent action by Logtrade.

7. EXEMPTION FROM SUPPORT

Logtrade is not obligated to offer Support in the following situations:

- (a) The Service has been altered, modified or damaged by the Customer (except for changes made under the direct direction of Logtrade),
- (b) The problem has arisen as a result of the Customer's negligent conduct or due to a reason beyond Logtrade's control,
- (c) The problem is rooted in software provided by third parties not licensed by Logtrade,
- (d) The Customer has failed to install and implement Maintenance Releases, implying that the version of the Service used by the Customer is a version for which Logtrade no longer maintains support, and
- (e) The Customer has failed to pay overdue maintenance fees.

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