



## Jemmac Product Support – what do you get?

When you buy a licence for a Jemmac product you can optionally buy additional Support & Maintenance for that product. This provides an extension to the standard 60 day warranty we offer beginning when the warranty expires.

When you purchase Support & Maintenance you are buying the following:

1. Access to unlimited email and phone product support. In reality this means we'll do all we can to answer questions or solve problems you may have during our standard UK working hours, so that is 09:00am to 5:30pm GMT, Monday to Friday. In some support cases we may advise you to upgrade to a newer version of a product which we believe will address your support needs.
2. Access to product upgrades and new releases. This means you can access our product support pages, and download & install updates to the products covered you have support for.

Notes on Support & Maintenance:

1. Support is not transferable across products. So you cannot buy support for one product and then use it to gain assistance for other purchases of other Jemmac products.
2. Where multiple licences have been purchased for a product, Support & Maintenance must be taken out for every licence purchased.
3. If you wish to align the renewals of the Support & Maintenance for multiple purchases we will be happy to quote for the required number of days on a pro rata basis.

If you choose not to purchase the annual support for a product you won't be able to access our product support pages to obtain updates, or be able to obtain free phone or email assistance regarding the product. Ad hoc support can be purchased if required, but will be charged on a T&M basis at the applicable rates.

If you've not taken out support and you're outside the initial warranty period, but subsequently decide you do want support (perhaps to take advantage of new product features) then support can be re-enabled for 60% of the initial licence fee.