

Agriya License and Support Service Level Agreement

Agriya License Agreement v1.0

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SOFTWARE CUSTOMIZATION PERFORMED BY CLIENT OR THIRD PARTY WILL NOT BE ELIGIBLE FOR FREE TECHNICAL SUPPORT. The technical support desk is provided to fix problems and answer questions originating in and pertaining to the core files of the SOFTWARE. Requests for advice on how to modify the files to perform a new or different function compared to the default features will be treated as consultation requests and will be billed according to COMPANY standard hourly rate.

FREE TECHNICAL SUPPORT IS PROVIDED BY THE COMPANY FOR A PERIOD OF ONE TO THREE MONTHS FROM THE DATE OF PURCHASE (depending upon the product purchased). You have the right to submit an unlimited number of technical support tickets related to issues or questions to the core files or default features for three months from the date of your purchase. Support is restricted to one of your licenses, either the live site license or the development license. The support period does NOT apply if COMPANY is currently in the process of customizing SOFTWARE based on client requirements. Support period for customization projects begins from the date of delivery and lasts for a period of not more than three months.

In the rare case that COMPANY has not fixed technical support issues CLIENT has submitted during the three month support duration and the support duration expires COMPANY agrees to continue assigning resources to these tickets until the issues are resolved. CLIENT may not add new issues to open tickets that have passed the support duration period, any new issues reported will be ignored unless a support extension has been purchased.

COMPANY will restrict posting of new support tickets by up to 48 hours before support duration expires.

COMPANY AGREES TO RESPOND TO ALL TICKETS WITHIN 48 HOURS EXCLUDING WEEKENDS AND PUBLIC HOLIDAYS. The support desk is staffed 16 hours per day Monday to Friday and COMPANY agrees to respond to all submitted tickets within a 48 hour timeframe EXCEPT when the support technician notes that the issue will take longer to fix or the product has just been released. COMPANY agrees to inform CLIENT in advance of public holiday notices through Facebook and or other ways.

NEW PRODUCT LAUNCHES ARE EXCLUDED FROM THE REGULAR TECHNICAL SUPPORT. Due to the high number of enquiries following a product launch COMPANY will not accept any technical support tickets posted to the support desk. CLIENT is asked to submit any issues to the bug tracker so that the core developers can make the fixes and everyone can get access to the updated SOFTWARE. The 48 hour turnaround time is not applicable for bug reports. Regular technical support will begin one month after the product has launched.

UPGRADES PROVIDED FOR SOFTWARE. As the software is updated to patch errors, bugs, security flaws or to add new features CLIENT will have free, unrestricted access to the SOFTWARE updates for the duration as stated in each of the product licenses.. COMPANY provides patch files "as is" which allows CLIENT to perform the upgrade. COMPANY will offer to perform the upgrade for a fixed price however if CLIENT has made any customizations that they wish to keep COMPANY will quote a price accordingly. APPLYING PATCH FILES MAY

OVERWRITE CUSTOMIZATIONS OR MODIFICATIONS MADE TO THE EXISTING FILES AND COMPANY DOES NOT ACCEPT RESPONSIBILITY FOR LOSS OF DATA WHEN CLIENT PERFORMS THE UPGRADE.

REFUND POLICY. Agriya products are intangible goods that are digitally delivered, we therefore follow a strict refund policy on agreed terms*. Customers requesting for repeated refunds, will be blocked from making further purchases and from all future communication. Customers that violate the terms of use of the product may have their right of return revoked. Customer can request for refund within 15 days from purchase, have to produce an evidence of damages. Our dedicated customer service team would review and verify the evidence and if it is merit, a refund will be processed. Any refund request will be processed only if the evidence approved by our reliable customer service team.

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Agriya Support Service Level Agreement v1.0

Services Delivery is the key element of Agriya's integrated capability. Our support/services are focused on helping our customers become more responsive, resilient, variable and focused. Our delivery centers are currently located in Chennai. All technical support is handled through the helpdesk and operated purely on a ticket basis. Please note that all priorities have been set to medium as we work on tickets in the order that we receive them.

This agreement is specifically for the support desk located on [Agriya Customers Portal](#)

What We Promise From Support Desk

- Turn around time(TAT) for all our support services(like installation requests, 3rd party integrations, Bug fixing, software-operation's queries) will be rectified/answered within 24 hours from the time of submission of the tickets.
- All the new bug reports will be fixed within 48 hours from the time the ticket(bug) is submitted.
- An instant reply to all our customer tickets will be sent as a token for receiving the ticket, and this mail will also enable you to have a clear insight of the details and timelines of the ticket.
- An instant update for any fixes found or any updates on the status of the ticket will be reported through a reply to the ticket thread along with the necessary/corresponding screen shots if required.
- The support Desk will support all the current software versions.
- If your server is found to be missing essential server requirements to run our software, then you will be notified with the missing requirements to resolve the same.

What we Don't Promise from Support Desk(for a 24 hour timeframe):

- The support Desk will not give any Coding advice, and coding examples will not be offered through the support desk.
- The support desk will not review any code changes for compatibility.
- If the client has made changes or customizations to the software that requires a different fix to be enforced , and/or if this issue was reported as a new bug then the Support Desk will try hard to resolve the ticket/issue within 24/48 hours, but the fix for the issues is not guaranteed.

- If the client is using an older version of the software the 24 hour timeframe will not apply, and if this issue was reported as a new bug then 48 hour timeframe will not apply.
- If the bug cannot be replicated on the demo version of the software the 48 hour timeframe will not apply.

What we require:

- Your correct website log in details, example admin log in details
- Your server log in details, example login access for SSH, CPANEL, FTP etc
- In case if you have any trouble with 3rd party services, example issues with your payment gateway or with Facebook etc, then we will need those related account log in details as well, so that our support team can investigate such problems.
- Depending upon your issue, we will need 24 hours to 4 days of time.
- If in case you submit a ticket with incorrect login details / incomplete info, the 24 hours to 4 days time will be considered only from the time you provide correct details.

Official Working Hours / Holidays / SLA

- Our official working hours are Monday to Friday (7:00 A.M to 10:00 P.M IST)
- Our office will remain closed on all General / Local Holidays.
- Tickets posted during the working hours (7:00 A.M to 10:00 P.M IST) will be resolved within 24/48 hours from the time the ticket has been submitted. If the ticket gets posted after our scheduled working hours then the tickets will be taken into next day's account, and will be resolved within 24/48 hours starting from the next day.
- Office closures will be announced in the [Agriya Customers Portal](#), [Facebook AgriyaNews](#) and the [Twitter AgriyaNews](#)

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