

Asset Bank, 6 Month Warranty

Service Description

Author: Paul Mulvee, Bright Interactive

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Status: Release

1. Introduction

Our standard 6 month product warranty applies to clients who have chosen not to join our Customer Support and Upgrades Programme.

Further details of the Asset Bank Customer Support and Upgrade Programme, plus other related services can be found here:

http://www.assetbank.co.uk/downloads/Asset_Bank_Customer_Support.pdf

2. What is included in the 6 month warranty?

The product warranty covers fixes to any defects reported within the first 6 months after purchase. The Service Level Agreement (SLA) for fixing issues under this warranty is outlined in the table below:

Issue Type	Description	Start Time	Target Fix Time
Critical Defect	A defect that prevents Asset Bank from being used for the business processes it is intended to support, and for which there is no workaround.	2 days	5 days
Major Defect	A defect that prevents Asset Bank from being used for the business processes it is intended to support, but for which a workaround exists.	5 days	10 days
Minor Defect	An obvious application error or defect that does not, however, prevent Asset Bank from being used for the business processes it is intended to support.	10 days	15 days

3. What's not included

Warranty does not include:

- Phone support
- Advice on how to use or configure the product
- Upgrades

4. Reporting a defect

Defects should be reported by email to: support@assetbank.co.uk

Our offices are open on workdays between 9:00am and 5:00pm G.M.T.

We are closed on UK Bank Holidays.