

Service Description for PartKeepr Technical Support (V1.0, 2015-12-30)

Subject of this service description is the provision of support services by PartKeepr UG (haftungsbeschränkt), Chamissostraße 10, 68167 Mannheim (hereinafter called the "Provider").

1 Contract Agreement, Fees

- 1.1 Conclusion of a support contract commences in written form via E-Mail or letter post.
- 1.2 The fee is defined by the chosen support contract level.
- 1.3 The fee is immediately due after contract conclusion.
- 1.4 Support services can only be claimed after full payment.
- 1.5 The fees are to be paid in full for the minimum support contract duration, except if a separate agreement was settled with the provider.
- 1.6 Support contracts automatically renews monthly after the minimum support contract duration up until cancellation of the support contract. The fee is immediately due after renewal.

2 Service Description, Provided Services

- 2.1 The customer can send support inquiries to the provider upon conclusion of a support contract. The support E-Mail address will be disclosed to the customer upon conclusion of a support contract.
- 2.2 The number of authorized support contacts which may make use of the support contract is defined in the specific contract. The names and contact details shall be communicated to the provider upon support contract conclusion.
- 2.3 The receipt of a support inquiry will be immediately confirmed after receipt. The confirmation contains the ticket number and the date and time of receipt.
- 2.4 The date and time of the receipt is obligatory for the calculation of the initial response time, since delivery of support inquiries can be delayed or lost due to the technical nature of Internet communications.
- 2.5 The provider is obligated to respond to a support inquiry within the initial response time defined in the support contract. An initial response time is only valid for support inquiries sent by E-Mail according to paragraph 2.1. The provider is obligated to respond within the initial response time for each individual ticket number only. Subsequent replies to a support inquiry are exempt from the initial response time.
- 2.6 The provider strives to resolve each support inquiry. The customer cannot claim a complete solution of the support request.
- 2.7 The provider is entitled to reject support inquiries due to missing information, missing login credentials, unknown support contacts or other missing requirements.
- 2.8 Bug fixes, enhancements and custom modifications by the provider are not obligatory to a support inquiry.

2.9 The provider is entitled to either reject or bill the customer with a defined hourly rate if a support inquiry requires an increased technical or staff effort to solve. The provider shall inform the customer prior billing or rejection.

2.10 The provider may grant additional means of communication, like telephone or chat support. All other means of communication are exempted from the initial response time obligation. The provider is entitled to convert the support inquiry to the E-Mail support system and provide further communication for the support inquiry by E-Mail only.

3 Obligation to Assist

3.1 The customer and their authorized support contacts are obligated to assist the provider upon conclusion of a support contract. The obligation to assist includes:

- Disclosure of details to reproduce faults
- Disclosure of system-specific details like operating system version and installed software packages
- Disclosure of the contents of log files

3.2 The customer shall in no case disclose secret credentials like passwords. The provider is not liable if the customer discloses secret credentials.

4 Termination

4.1 The customer or the provider can terminate a support contract prior expiration of the contract duration. The customer is entitled to use support inquiries up until the end of the paid support contract duration.

4.2 The customer is not entitled for a refund of already paid support contract duration.

5 Language

5.1 Only the German language version of this service description is legally binding.

Other translated versions are provided to support information and understanding to users speaking other languages.

6 Separability clause

6.1 If one of the provisions which is set out here should be or become invalid, the validity of the other provisions remains unaffected thereby.