

Support & Maintenance Policy

Effective Date: 26-Apr-2025

This Support & Maintenance Policy ("Policy") outlines the terms under which Elgibe Solutions SRL ("we," "our," or "us") provides support and maintenance services for the Blazor for Kids framework ("Software"). By using our support and maintenance services, you agree to comply with this Policy.

1. Scope of Support

We provide technical support and maintenance services to customers with an active, annually paid subscription. There is no obligation for support during unpaid subscription periods. Support includes:

- Assistance with installation and initial setup, one time for each user.
 - Troubleshooting issues related to the Software.
 - Guidance on best practices and Software usage.
 - Bug reporting and resolution based on priority.
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2. Support Tiers

Support services are categorized based on the subscription plan:

- **Personal Use License:** Basic support via email, response within 3-5 business days, 1 (one) email for each question/problem raised.
 - **Freelancer License:** Priority email support with a response time of up to 2 business days, but no more than 3 detailed responses for the same question or issue.
 - **Small Business License:** Priority email support for the development team, response within 1 business day
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3. Maintenance & Updates

- "Updates, bug fixes, and security patches are provided periodically and automatically, with no option to restrict them..
- Feature enhancements may be included in updates at the sole discretion of Elgibe Solutions SRL.

- Customers with an active subscription receive updates automatically, with or without prior notice, at the discretion of Elgibe Solutions SRL
 - Custom feature requests may be considered for **Small Business License** holders and are subject to additional fees.
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4. Exclusions from Support

The following are **not covered** under our support services:

- Issues resulting from modifications, extensions, or unauthorized use of the Software that have not been approved by us."
 - Integration issues with third-party services or libraries not officially supported.
 - General programming guidance unrelated to the Software.
 - Support for expired or inactive subscriptions.
 - Any action that violates the terms and conditions of use, or causes issues due to incompatibility with the company's policies
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5. Support Request Process

To receive support, follow these steps:

1. Contact our support team at [Your Contact Information] via email..
 2. Provide details about the issue, including error messages and steps to reproduce, or any other detail that could lead to a quicker solution.
 3. Our team will assess and respond within the designated response time based on your license type.
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6. Termination of Support Services

- Support services are available only during an active subscription period.
 - Upon expiration or termination of the subscription, access to support and updates will be discontinued.
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7. Amendments

We reserve the right to modify this Policy at any time. Continued use of our support services after an update constitutes acceptance of the revised terms.

Elgibe Solutions SRL
Email: info@blazor-for-kids.com



For any support inquiries, please contact us at:

Elgibe Solutions SRL
info@blazor-for-kids.com