

Asset Bank, **Standard Warranty**

Service Description

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Status: Release

1 Introduction

Our standard 6 month Asset Bank product warranty applies to clients who have not opted to take out our Customer Support programme.

Further details of Asset Bank's Customer Support programme 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. Target time scales for resolving any issue experienced are as follows:

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 problem	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 problem	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

2.1 What's not included

This warranty does not include advice on usage of the product, product upgrades or consultancy.

3 Reporting a defect

Defects can be reported either via email or phone:

support@assetbank.co.uk

+44 (0)1273 923 152

Support operates from 9am to 5pm GMT every week day except English Bank Holidays.