

CUSTOMER SUPPORT POLICY

Please read below the terms and conditions for customer support. By purchasing Business Excellence Software Tools – BEST software you explicitly agree with this customer support policy.

The software solution on our web site (<https://businessexcellencesolutions.com>) is available for purchase according to this policy.

There are three types of customer support (described on our web site at the support page):

1. Embedded customer support in the software solution

Electronic support and generated knowledge built into the software itself (expert system) The software solution will navigate you from the first to the last step through the software components. The solution itself functions as an expert system, generating prior information in certain categories, generating a knowledge base, thereby increasing the ability to select predefined suggestions/ specific practical guidelines for the users. This embedded software support makes the solution very simple and easy to use.

2. Technical support

After the activation of the license code for the software or the purchased software modules, you will be able to request technical support via ticketing system. We will assist you in resolving any problem of technical issue that you may have experienced. Technical support is included in the price of the software solution, according to the Pricing policy.

3. Consulting support

*Consulting support will be provided on request and charged per consulting hour, according to the Pricing policy.

*Internal auditor training will also be provided on request.

There are three levels of predetermined consulting support: Basic, Advanced and Premium.

Following are the included services for each consulting support level:

Services included/ Consulting support level	On-line meetings support	Internal audit support	Pre- certification support
Basic	✓ (3 per year)		
Advanced	✓ (6 per year)	✓	
Premium	✓ (9 per year)	✓	✓

- **Basic consulting support** refers to providing three online consultancy meetings per year. Any additional meeting will be charged per consulting hour.
The price for this package is shown on our web site at the pricing page.
- **Advanced consulting support** refers to providing up to six online consultancy meetings per year and an internal audit support. Any additional meeting will be charged per consulting hour.

The price for this package is shown on our web site at the pricing page.

- **Premium consulting support** refers to providing up to nine online consultancy meetings per year, an internal audit support and pre-certification support. Any additional meeting will be charged per consulting hour.

The price for this package is shown on our web site at the pricing page.

If you agreed for the basic level of consulting support, and meanwhile you require additional consulting services you can upgrade to the next levels of consulting support. This way you will receive the predetermined higher customer support at no further charges per service, only this upgrade will be subject to additional charges (shown on our web site at the pricing page).

ACCEPTANCE OF THIS PRICING POLICY

It is your responsibility to familiarize yourself with this policy. By placing an order for the software, you indicate that you have read and that you agree with and fully accept the terms of this Customer Support Policy.