

Support and Customization Terms

Effective date: August 15th 2020.

These Support and Customization Terms become effective upon purchase of a License for the Software and receipt of applicable license fees by FoxyUtils ehf (“Licensor”, “we”, “us”). It constitutes a part of the End User License Agreement (www.unidoc.io/eula) (“EULA”).

These Support and Customization Terms explain what type of support and additional services we provide to our Licensees (“you”). We reserve the right to change these Support and Customization Terms at any time, and you shall be informed about this if these terms are applicable to you. We reserve the right to discontinue support for all or individual products at any time.

Generally, we may provide certain support services to anyone who purchased our Software. However, you can purchase additional services for support and customization services according to the available plans.

1. DEFINITIONS.

In these Support and Customization Terms the following words and phrases shall have the following meanings, unless the context otherwise requires. Please refer to EULA for definitions not explained herein.

- (a) "Customization" means development services under which new functionalities or features are added to the Software that (1) were not included in the basic version of the Software, (2) were not available in updates to Software and (3) which are aimed to suit your specific requirements and needs.
- (b) “Basic Support” means simple zero tier support services provided for 365 days term upon purchase of a license for Software. After the initial 365 days, the Basic Support can be renewed according to the pricing on the website www.unidoc.io/pricing.

- (c) “Bug” means fault in a Software that causes it to produce an incorrect or unexpected result, or to behave in an unintended way. Requesting a new feature or a feature enhancement is not considered a Bug. Licensor shall solely determine whether reported fault is actually a Bug or new feature request or a feature enhancement.
- (d) “Priority Support” means support services additional to the Basic Support provided according to the additional support services presented on our website at www.unidoc.io/pricing. Priority Support packages can include priority support tickets, custom response times, different communication channels, and other features.. The number of prioritized support tickets shall depend on the Priority Support subscription purchased. Unused tickets shall expire within 365 days from the purchase of Priority Support.
- (e) "Extension" means customized software source code, add-on or module to be provided and developed by the Licensor for the Software in accordance with the EULA and the specific Order provider by you.
- (f) "Order" means the order form sent by e-mail or the ticketing system, through which you are ordering development of the Extension. Order shall contain description of the number of hours required, milestones, delivery dates, and requirements which should be implemented in the Extension. The Order shall be executed upon acceptance by us. Upon acceptance of Order by Licensor you enter into contract with Licensor on the terms set forth herein.
- (g) “Package Hours” means prepaid package of service hours during which Customization services will be performed pursuant to the Order.

2. BASIC SUPPORT

- (a) Basic Support includes software updates and eligibility to access the Licensor support portal with zero tier support level It includes further updates for the

Software including Bug fixes that are solved according to the availability of the technical support services.

- (b) All Basic Support requests should be provided via the ticketing system, access to which will be granted once Basic Support subscription is paid.
- (c) Licensor shall not be obligated to provide Basic Support with regards to: (a) any third party software not distributed by Licensor; (b) any breach of EULA; (c) your failure to provide supported installation or operating environment for Software.
- (d) All Basic support requests create a case ticket in the Licensor support system. Each support request shall be prioritized and processed according to (1) received sequence and (2) nature of the issue.
- (e) E-mail support is not included in Basic Support.

3. PRIORITY SUPPORT

- (a) Upon payment of subscription fee for Priority Support, you shall receive extended support services along with Basic Support. Priority Support allows us to prioritize your issues and bugs resolution in our system. The complete list of benefits from the Priority Support is on our website (www.unidoc.io/pricing)
- (b) Priority Support includes second tier support.
- (c) Priority Support subscription options have a clear quota for the number of issues covered within each calendar year. More information about Priority Support plans is available here www.unidoc.io/pricing
- (d) For Priority Support subscribers, the Licensor will endeavour to respond to, and solve all Bugs by respecting the features of each type of support tier described at www.unidoc.io/pricing
- (e) Licensor will endeavor to send updates on issues daily until their final resolution.

hotfixes as part of the custom work packages are only built on the latest version of the product in question.

- (g) Versions other than the latest version of the Software are not supported and it is up to you to ensure that you are using the latest version
- (h) Priority Subscription is provided without any warranties whatsoever.

4. EXTENSIONS DEVELOPMENT

- (a) Customization services shall be provided with the purchase of Package Hours as a separate service.
- (b) Development of the Extension shall be performed in accordance with the requirements and terms set out in the Order.
- (c) You shall be entitled to send us an Order only upon purchase of the license for the Software and Package Hours.
- (d) Upon receiving an Order we shall either, at our own discretion, (1) may respond with suggestions with regards to the Customization services to be performed and suggest to amend the Order (2) accept it or (3) refuse to accept it with giving of reasonable cause (for example, requested feature will not be a part of Software functionality). When the requested Customization services require more Package Hours than mentioned in the Order, the Licensor reserves the right to refuse accepting the Order unless the requested Package Hours are purchased.
- (e) Customization and Extension shall be subject to acceptance in accordance with criteria set forth in the Order. When there is no acceptance criteria in the Order, acceptance shall be considered completed when (1) you start using the Extension in other than a test environment, and (2) Licensor completed the Customization services and sent you notification of such completion.

responsible for preparing your environment, hardware and facilities for installation of the Extension. Licensor shall not assist you in the setup of the environment, unless it is a part of the Order.

- (g) Licensor will endeavor to meet the deadline set forth in the Order and fill all the requirements agreed in the Order in the spirit of good faith to the best of its abilities.
- (h) Any new Customization services and Equipment changes not mentioned in the Order, should be covered in a new, separate Order.
- (i) Licensor reserves the right to make any changes in the Software. However, there shall be no obligation for the Licensor to make equivalent changes to the Extension.
- (j) Extension, and all parts thereof, shall at all times be treated as part the Software licensed to you pursuant to EULA and shall be subject to the same license you have purchased. All ownership and intellectual property rights to developed Extensions shall always stay with the Licensor.