



Wilcom Technical Support Policies

Overview

Wilcom are committed to ensuring that our customers get the most from their Wilcom software. For this reason, we offer a comprehensive range of support and training offerings, in many cases including free telephone and email support.

Find out more about the comprehensive range of support options that are available to our customers:

What is Technical Support?

Technical support includes answers and questions regarding installation, License keys, configuration; deployment; program error messages; and product usage issues.

Technical support does not include training on the use of the software.

Support Incident

A support incident is a single, reproducible issue that focuses on one aspect of the Wilcom software and can be identified by isolating specific issues or problems.

A reproducible incident is any problem that can be re-created on our computer systems.

The resolution of a single incident may include multiple emails and telephone phone calls.

Any incident determined to be caused by a software bug will not be considered an incident.

Response Times

Our support team will endeavour to respond within 1 to 2 business days, during European and Australian business hours.

Commitment

The Wilcom support team will do their best to resolve a technical support incident. However, we cannot guarantee that we will be able to solve all problems.

Annual Support Packages

We offer optional Support Package (SP) with our software products, which enable customers to receive priority technical support throughout the SP period.

SP is available in one year plans through our on-line store, distributors or direct sales staff.

Customers may only purchase Annual Support packages within 30 days of their free technical support period expiring – packages cannot be added at a later date.

The cost of a one year SP plan is US\$250 per annum (plus applicable sales taxes or VAT).

Before the expiration of a SP plan, the customer has the option to renew for an additional year, and can continue to renew indefinitely.

Product Support

The support offered by Wilcom varies depending upon which product and which version of the software a customer is using.

Our current policy with respect to the various product/version support is as follows:

Embroidery Studio & Deco Studio

Version	Support Available
E3	<ul style="list-style-type: none"> • 12 months free support from date of purchase; • After the 12 month free support period, the following support options are available: <ul style="list-style-type: none"> ○ Free access to the comprehensive support content on www.wilcom.com. ○ Free access to the training videos on www.wilcom.com. ○ Purchase an Annual Support Package. ○ Pay US\$199 (plus applicable sales taxes) for telephone and email support for a single support incident.
E2	<ul style="list-style-type: none"> • Free telephone and email support is available until January 1, 2015. • After January 1, 2015 the following support options are available: <ul style="list-style-type: none"> ○ Free access to the comprehensive support content on www.wilcom.com. ○ Free access to the training videos on www.wilcom.com. ○ Purchase an Annual Support Package. ○ Pay US\$199 (plus applicable sales taxes) for telephone and email support for a single support incident.
E1.5 and earlier	<ul style="list-style-type: none"> • Customers on these versions are not entitled to free telephone and email support. • The following support options are available: <ul style="list-style-type: none"> ○ Free access to the comprehensive support content on www.wilcom.com. ○ Free access to the training videos on www.wilcom.com ○ Pay US\$199 (plus applicable sales taxes) for telephone and email support for a single support incident.

Other Products

Product	Support Available
WEB-API	<ul style="list-style-type: none">• For the foreseeable future, Wilcom provides free on-going telephone and email helpdesk support.
Truesizer Truesizer Pro	<ul style="list-style-type: none">• Wilcom does not offer telephone or email support.• Free access to the training videos on www.wilcom.com.• Customers can obtain free support by accessing the support content on www.wilcom.com.

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