

## AutoResource: Project Support Rules and Warranty Policy

Tradesoft Company (hereinafter referred to as the Developer, Tradesoft) has the right to introduce changes into these Technical Support terms and conditions without the Client's consent. A new edition comes into effect upon its posting on the website [www.tradesoft.eu.com](http://www.tradesoft.eu.com). These terms and conditions are valid for all the Clients of Tradesoft Company and for the Clients of the Partners of Tradesoft Company.

The out-of-the-box version of AutoResource is a software product designed for an unlimited number of Clients and supplied on the as-is conditions with functions standard for all users and in the scope stipulated in AutoResource documentation (User's Guide).

## Service: Project Management Plan and Policy for Project Classification by Complexity

The Project management plan determines the project complexity class. Each individual enhancement makes the project more complicated. As a result, it requires more resources for individual project management. For recovery of labor costs, Tradesoft Company (partners of the Tradesoft Company) classifies each project by its complexity according to the set objective parameters and establishes a project management plan.

The project complexity class is determined by the Developer's total labor costs for project enhancements. The project management plan is changed immediately as soon as the project complexity class is altered.

Project complexity class	No enhancements	Low	Medium	High
Developer's total labor costs in hours	0	< 15	15-40	> 40

The project management plan includes a set of services depending on the project complexity class.

Project complexity class	No enhancements	Low	Medium	High
Update of standard functions	Yes	No	No	No
Dedicated testing space	No	No	Yes	Yes
Project management (Project manager)	No	No	Yes	Yes
Assigned team of developers	No	No	No	Yes
Project management plan	0 €/month	0 €/month	130 €/month	From 1100 €/month

Should the project be hosted on the Client's server, standard functions are updated on a fee basis after the Developer's labor costs are pre-estimated.

## Warranty Policy

The Warranty Policy includes correction of errors caused by the fault of Tradesoft specialists (Tradesoft partners ) by and at the expense of the Developer within the shortest possible time subject the Client following the Warranty Policy. The Warranty shall not make the Developer liable for any consequences as a result of invalid system state or system enhancement.

Tradesoft Company provides the Warranty for the following:

1. **Standard functions and updates of AutoResource** (including the Client and Administrative Parts) during all the AutoResource support period according to the Support Plans stipulated on the website of Tradesoft Company.

2. **Functions of all enhancements for AutoResource (in the scope stipulated in the requirements list)** implemented by Tradesoft specialists on the Client's request. The Warranty is provided within the minor\* version of the system for which the enhancement is developed (\*the minor version is defined by the middle number of the used AutoResource version: in AUTORESOURCE Version 6.59.76, 6 defines the major version, 59 – minor, 76 – patch).

Any works for individual development/ enhancement/ modification of the project by Tradesoft specialists (specialists of Tradesoft partners) are done on a fee basis.

The warranty maintenance is provided under observance of the following terms and conditions: no interventions from the Client's side, payment for the Project management plan and hosting of the project on Tradesoft servers. Should the rights to write be granted (besides the folder \_upload ) on the Client's request, or should the Project management plan be not paid for, or should the project be installed on the Client's server, all any kind of work shall be done on a fee basis. It is permitted to upload static files to the folder \_upload. Static files are the files forwarded to the end user in an unchanged form and without any processing on the server's side. E.g. image files, price lists in the xls(x) format, text documents, etc. It is forbidden to upload executable/ interpretable files, i.e. the files that the server processes prior to forwarding the information to the end user. These are PHP and other similar scripts.

## Project Support Rules

Technical support for AutoResource is provided with regard to the Support plan paid by the Client, observance of the requirements for the Warranty system maintenance and the Project management plan.

Technical support with regard to the Support plan includes:

1. Helpdesk support of the user regarding the standard functions of AutoResource out-of-the-box version;
2. Helpdesk support regarding the functions of AutoResource enhancements;
3. Provision and administration of the server.