

Clarification of Support for TeeCards products

We at ITeration Ltd and Better Way inc (USA) pride ourselves on the support for our product; TeeCards software and its variants. We are proud of the products and want you to be happy with your purchase and tell other people how useful it is.

On a couple of occasions over recent months, the service that we provide has been stretched beyond the bounds of what we offer as support. To be clear these are isolated incidents and 99% of customers operate trouble free. It is a very small minority of customers who have created difficulties for themselves and expect us to rectify the situation.

In order to clarify our support conditions you should read this note.

What is covered.

Support for the product is on Windows 95, 98, 2000, ME, XP, NT and Vista.
We do not support MAC, although product support is offered where emulation software is being used.

Support is provided in the form of telephone, email or remote access support, currently using Citrix' GoToMeeting via the internet.

- Where necessary, support will be provided during the set up in the form of advice for installation and configuration of the product. This will cover both initial set up and if necessary establishment of additional users.
- Forgotten passwords can not easily be recovered but we can advise on how to reset a password.
- Support is provided for general queries regarding TeeCards functionality and use of its facilities. We will offer advice on loading or extracting data. We will only support tools that fulfil either of these functions where we have provided them.
- Upgrades: we constantly strive to make TeeCards a usable and friendly product; clearly we have to take a balanced view on requests and suggestions. Currently upgrades are free although we reserve the right to charge for a significant upgrade. Upgrades currently take place in March and September each year.
- Investigation of Bugs or Issues. An acknowledged genuine bug will be rectified and made available either immediately or in the next available release. In certain circumstances we reserve the right to suggest a workaround.
A computer bug is an error, flaw, mistake, failure, or fault in a computer program that prevents it from working correctly or produces an incorrect result. Bugs arise from mistakes and errors, made by people, in either a program's source code or its design.
- In the event of total loss we agree to be responsible for the provision of suitable software to interpret your data. This may comprise a version of the software the same as you are using, or a later version. If this is of concern you should arrange for a back up of the setup exe to be made.

What is not covered.

TeeCards software and its variants comprise 2 parts, 'the front end' (TeeCards) which translates the data and presents it graphically depending upon the configuration settings, and the second part 'the back end' the data itself which is stored in a database (currently either MS Access or MS Sql Server).

- With reference to the database we are not responsible for known Microsoft Issues where they are well documented by Microsoft and can be proven.
- We are not responsible for the security and integrity of your data. This should be covered by good housekeeping procedures, e.g. compacting the database and regular backups of the database, in order that, where necessary, a 'board' can easily be recovered and restored with the minimum of disruption.
- We do not support third party products which are used to access or load the data e.g. Reporting Tools.
- We do not support modified databases. Discovery of modification to the database, and the resultant modification causing a problem, may incur a charge.
- Identifiable human error e.g. deleted records, deleted databases, overwritten databases. Note that there is a difference between Removed records and Deleted records. Removed records contain a flag set by 'TeeCards' which effectively say 'I'm here but don't show me'. This flag can easily be unset. Deleted records are marked as deleted by the database and are not visible. It is a conscious multi step act to delete records using TeeCards software. Note that there are specialist firms who can attempt to recover deleted records from an Access database.
- On site Support. Only in extreme circumstances when all other avenues have been exhausted will an on site visit for support purposes be conducted. Subsequent discovery that the support was not TeeCards related will incur a charge.

Support Procedure

Requests for support should be made once all existing avenues have failed; Consultation of Help within the product, FAQ and Support on the web site www.teecards.com and any of the downloadable material e.g. either the UK or US guide.

In the event of a request for support initial contact should be made either by email or by telephone with either ITeration or Better Way Inc.

An initial assessment will be made of the request and if the request is not immediately resolvable a case number will be allocated. This should be used in all correspondence. We will endeavour to have a first reply within 24 hours.

In the case of non TeeCards related problems e.g. recovery of removed records, a charge may be negotiated.

We hope that this clarifies any questions that you have regarding support for the TeeCards products. If you still require further clarification then please do not hesitate to contact us. 08458 38 22 38

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