



Spurtcommerce

**Support Level Terms
For
Spurtcommerce
Community and Enterprise Editions**

Introduction

This Support Level Agreement (SLA) outlines the terms and conditions for the support services provided by Spurtcommerce for its Community and Enterprise editions. This agreement is effective as of [Date] and is mutually agreed upon by [Spurtcommerce] with the Customers.

Scope

- This SLA covers the support services for Spurtcommerce Source Code Users.
- We have provided the details of scope of support for Community Downloads and for the purchasers of Enterprise Editions

Community Edition Support

Support Channels

Spurtcommerce offers support for the Community Edition through the following channels:

- Download of Code on <https://github.com/spurtcommerce/>
- Discord: <https://discord.com/invite/hyW4MXn8n>
- Installation and Setup Guide - <https://www.spurtcommerce.dev/getting-started/prerequisites>

Availability : Support through Discord and the public installation guide is available for the Community Edition

Response Time : Spurtcommerce aims to promptly respond to queries on Discord and provide clarifications on the installation and setup guide. Please note that response times may vary based on the nature and complexity of the inquiry.

Enterprise Edition Support

Support Channels

Spurtcommerce offers dedicated support for the Enterprise Edition through the following channels

- Spurtcommerce Support is a dedicated Support Portal that serves as the exclusive platform tailored for our esteemed Premium Customers, who have acquired our Enterprise Editions. Accessible through your Customer Credentials, this portal offers you the convenience of addressing a range of

needs. Whether you encounter out-of-the-box issues or require modifications in the source code, you can easily initiate a ticket for assistance. Following this, our adept representatives will swiftly connect with you, ensuring a thorough resolution to your concerns. This portal can be accessed at <https://accounts.spurtcommerce.com/>

- Phone and WhatsApp Support: +91 7305594223
- Email Support: support@spurtcommerce.com
- Rectification of any encountered bugs or defects within the Out-Of-Box features, as well as providing guidance through a walkthrough of the Source Code structure, can be efficiently facilitated via Google Meet, Teams, or Skype sessions, on both scheduled and on-demand bases, ensuring timely assistance according to your needs and urgency.

Availability : Availability: Our support services are accessible through various channels, including Phone, Email, and WhatsApp. For Phone and WhatsApp support, assistance is available during our office hours, which are from **Monday to Friday, 10 am to 7 pm IST**. Should you choose to utilize these real-time channels, our team will be ready to assist you promptly within these timeframes. On the other hand, if you opt for email or raise a support ticket through our dedicated portal, rest assured that these inquiries will be attended to as soon as our office opens during the specified hours.

During weekends and outside of regular office hours, we accommodate exceptional cases that involve **high severity and show-stopper tickets**, but strictly based on mutually agreed terms. This tailored approach ensures that urgent matters are addressed effectively while maintaining alignment with your specific needs.

Response Time (ETA) Guidelines : For a streamlined support experience, we've outlined our response time expectations categorized into two sections :

- Our Spurtcommerce technical team will carefully evaluate the severity of the logged tickets to determine the appropriate course of action.
- The resolution time for issues will be determined based on the severity and complexity of each case, ensuring a tailored approach to meet your needs. The resolution time has been split up in two sections based on the nature and type.

Server Deployment Issues	Functionality or Out-of-the-Box Issues
Spurtcommerce's technical team will assess the severity of the reported issues and provide the following estimated response times (ETA) based on the severity level	Spurtcommerce technical team will evaluate the severity of the reported issues and provide corresponding response time expectations

Critical Issues: Immediate response is guaranteed through phone, email, and WhatsApp for Enterprise Edition customers.	Critical Issues: Immediate response is ensured through phone, email, and WhatsApp support for Enterprise Edition customers.
High-Priority Issues: ETA of NNNN days/Hours, with a response within [Hours], accessible through phone, email, or WhatsApp.	High-Priority Issues: ETA of NNNN days/Hours, with a response within [Hours], provided through phone, email, or WhatsApp.
Medium-Priority Issues: ETA of NNNN days/Hours, with a response within [Hours], available through email.	Medium-Priority Issues: ETA of NNNN days/Hours, with a response within [Hours], delivered via email
Low-Priority Issues: ETA of NNNN days/Hours, with a response within [Hours], accessible through email	Low-Priority Issues: ETA of NNNN days/Hours, with a response within [Hours], offered through email
***These response time guidelines reflect our commitment to addressing your concerns promptly and efficiently, based on the nature and urgency of each situation. ***	

Service Level Metrics

From the time of purchase until modifications to the Original Source Code	From the time of purchase following modifications to the Original Source Code
For Enterprise editions, lifetime support is applicable under the following terms	For Enterprise editions, lifetime support is applicable under the following terms
Within X weeks: Free support is provided.	Continuing beyond X weeks: For Out-Of-Box feature-related issues, premium support is available at a cost of \$X (per hour / per ticket severity).
	Continuing beyond X weeks: For additional customizations, premium support is offered at a cost of \$X (per hour / per change request)
*** Please note that the provided price rates are indicative and are subject to potential variations. ***	

Pricing Structures and Fees for Modifications and Customizations :

- Initial Developer Support Services for the first 20 hours following the purchase will be provided at no additional cost and are inclusive of the Source Code purchase.

- For Customization, Modifications, New Development, or Consultation needs that exceed the initial 20 hours, corresponding charges will apply according to the hourly rate. Further details can be obtained by contacting us at support@spurtcommerce.com.