

Support Policy

Support Hours and Fees - Standard support hours are Monday – Friday 8:00 a.m. to 5:00 p.m. Extended emergency support is available Monday – Friday 5:00 p.m. to 9:00 p.m. and Saturday 8:00 a.m. to 5:00 p.m. Standard support is billed at \$100.00 per hour, *minimum charge of ¼ hour per incident*. Extended emergency support is billed at \$150.00 per hour, *minimum charge of ½ hour per incident for extended emergency support*. *Extended emergency support only covers issues that significantly affect business operations.*

StoreLIVE! Software Update Subscription - Provides software updates upon request for StoreLIVE! POS and StoreLIVE! Manager software. Updates for lapsed software –update subscriptions will be billed on software subscription pricing.

Plum Store/ePlum Scale Software Support Contract – Includes Plum/ePlum software updates and support from Invatron Systems if needed. The cost of a Plum/ePlum support contract depends on the amount of scales managed by the software. Please note that this is a service provided by a third party (Invatron Systems.)

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Phone/Email/Remote support such as assistance implementing a new procedure, how to obtain specific data, training etc. is tracked on an hourly basis.

1. The hardware manufacturer provides hardware warranty. If the hardware was purchased from Good's Technology time spent assisting in obtaining warranty service will not be billed. Diagnosis and shipping charges may apply.
2. Onsite support is billed on a time/materials basis or quoted per incident. Driving time is typically billed one-way. Additional travel expenses such as hotel and/or airfare may apply.
3. Software updates to previously purchased StoreLIVE! products are included with a software update subscription. The time to update StoreLIVE! and configure new features is billable. Additional software modules may require additional licenses and/or subscription fees and is left to the discretion of Good's Technology Services. If a software update agreement lapses, the customer will be required to pay the agreement costs for the lapsed time for up to 12 months to bring the agreement current. If the lapsed agreement is over 12 months, licensing will transition to an annual subscription license.
4. If you are experiencing an issue with functionality in StoreLIVE! and we determine that the underlying cause is a malfunction of the software itself, we do not charge for support and resolution related to the issue. If the customer does not have an active software update subscription this does not apply unless the issue is within 90 days of the initial installation or within 90 days of a StoreLIVE! software upgrade.
5. Good's Technology Services is not responsible for data backup.
6. If new features are requested in the software, we offer 2 options:
 - a. We make a note of the suggestion, and if we receive similar requests from other customers or feel that most customers would benefit from the suggestion, we include the feature in a routine StoreLIVE! update. This update is available to all customers with a software update subscription.
 - b. If a customer with a software update subscription or software subscription wants a guaranteed implementation of the feature in a specific time-frame, and the suggestion is something that we can accommodate; we quote or estimate a price to add the new feature. The quoted/estimated price is not necessarily the entire cost of the feature, but rather a "priority feature charge". If the quote/estimate is accepted, we proceed with the update. Once the feature is added, it becomes a standard feature in the software and is available to all customers with a software update subscription.