

Support Policy 2025

Support Hours and Fees - Standard support hours are Monday – Friday 8:00 a.m. to 5:00 p.m. After-hours 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*. After-hours emergency support is billed at \$150.00 per hour, *minimum charge of ½ hour per incident for after-hours emergency support*. *After-hours emergency support only covers issues that significantly affect business operations and is at the discretion of Good's Technology Services.*

StoreLIVE! Software Update Subscription - Provides software updates upon request for StoreLIVE! POS and StoreLIVE! Manager software. Lapsed software update subscriptions will be renewed at standard subscription pricing.

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

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1. Phone, email, and remote support (assistance in implementing a new procedure, how to obtain specific data, additional training, etc.) is tracked/billed on an hourly basis.
2. Onsite support is billed on a time/materials basis or quoted per incident. Driving time is billable. Additional travel expenses such as hotel and/or airfare may apply.
3. A local IT support company is required to support all network and data systems. The local IT company would also be an excellent resource for any on-site issue troubleshooting (when remote support is not enough).
4. High-speed internet service is required for remote support by Good's Technology Services personnel.
5. Good's Technology Services is not responsible for data backup. Please discuss a backup solution with your local IT provider.
6. 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.
7. Software updates to StoreLIVE products are included for all subscription-based customers and for any other customers with a software update subscription. Software updates are no longer available for any products without an active subscription. Time spent updating StoreLIVE or configuring new features is considered billable. Additional software modules may require additional licenses and/or subscription fees and are left to the discretion of Good's Technology Services.
8. 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. This does NOT apply if there is no active StoreLIVE subscription.
9. Feature requests and user feedback are welcomed. New features and improvements are regularly considered by Good's Technology services during the development planning process.