Service level agreement

When creating a support request in Herzum Customer Portal (https://chicago.herzum.com/jira/plugins/servlet/desk), we will respond no more than 24 business hours from the time of your request.

Our intention is to help you faster, but case of we have any delay we appreciate your patience.

Herzum will use reasonable efforts to perform the support in accordance with this SLA, but will not be responsible for delays caused by the Client or for reasons beyond Herzum’s control (including downtime or delays caused by a third party).

Business Hours and Response Time

Herzum’s business hours are Monday – Friday, 9AM-5PM CET.

Herzum is closed on major Italian holidays including:

- New Years Day (January 1st)
- Epiphany (January 6th)
- Patron saint (February 20th)
- Easter (A Sunday in spring)
- Easter Monday (Monday after Easter)
- Liberation Day (April 25th)
- International Workers’ Day (May 1st)
- Republic Day (June 2nd)
- Assumption Day (August 15th)
- All Saints Day (November 1st)
- Immaculate Conception (December 8th)
- Christmas Day (December 25th)
- Saint Stephen’s Day (December 26th)

Support Includes

- Help with issues during installation.
- Help with issues during upgrades.
- Help troubleshooting problems with Herzum’s apps:
  - Herzum Approval
  - Herzum Quick Linker
  - Herzum Moderator Approval
  - Herzum Attachment Manager
- Help identifying workarounds.

Support Does Not Include

- Product training.
- Support for customers who do not have a valid and current paid license.
- Support related to non Herzum apps.
- Support for Jira or Bitbucket issues.
- Support for Jira or Bitbucket versions that are no longer supported by Herzum’s apps.
- Support for client configurations that are not supported by the Jira or Bitbucket versions that the app is installed on.
- Support in any language other than English or Italian.