



WILCOM TECHNICAL SUPPORT POLICIES

Overview

Wilcom are committed to ensuring that our customers get the most from their Wilcom software. For this reason, we offer a comprehensive range of support and training offerings, in many cases including free online, telephone and email support.

What is Technical Support?

Technical support includes answers and questions regarding installation, License keys, configuration; deployment; program error messages; and product usage issues.

Technical support does not include training on the use of the software.

Support Incident

A support incident is a single, reproducible issue that focuses on one aspect of the Wilcom software and can be identified by isolating specific issues or problems.

A reproducible incident is any problem that can be re-created on our computer systems. The resolution of a single incident may include multiple emails and telephone phone calls. Any incident determined to be caused by a software bug will not be considered an incident.

Response Times

Our support team will endeavor to respond within 1 business day.

Product Support

The support offered by Wilcom varies depending upon which product and which version of the software a customer is using.

Our current policy with respect to the various product/version support is as follows:

Version	Support Available
<p>EmbroideryStudio - DecoStudio E4 or later</p>	<p>Free support from date of purchase of license, upgrade, update or additional elements, as long as the customer keeps current.</p> <p>The following support options are available:</p> <p>Free access to the comprehensive support content on http://help.wilcom.com/</p> <p>Free access to the training videos on www.wilcom.com.</p>
<p>E3</p>	<p>Only paid support is available after the 31th of August 2019</p> <p>Free access to the comprehensive support content on http://help.wilcom.com/</p> <p>Free access to the training videos on www.wilcom.com.</p> <p>\$250 AUD support charge for each incident - https://store.wilcom.com/order/checkout.php?PRODS=18312440</p> <p>In markets where version e3 is still currently sold, free support remains available for a period of 12 months after date of sale</p> <p>A user can post how-to questions into our free community forum for the Wilcom community to reply and assist with.</p>
<p>E2</p>	<p>Only paid support is available</p> <p>Free access to the comprehensive support content on www.wilcom.com.</p> <p>Free access to the training videos on www.wilcom.com.</p> <p>\$250 AUD support charge for each incident - https://store.wilcom.com/order/checkout.php?PRODS=18312440</p>
<p>E1 and lower</p>	<p>No support will be provided.</p>

Other Products

Product	Support Available
WEB-API	Wilcom currently provides free on-going email help desk support.
Truesizer/Truesizer Pro	Wilcom does not offer telephone or email support. Free access to the training videos on www.wilcom.com . Customers can obtain free support by accessing the support content on www.wilcom.com .