

# **Service Terms & Conditions**

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### **General**

- comma CMMS is a software product and service developed by Parafernalía, Lda. (herein referred to as "supplier"), a company registered in Macau SAR, China.
- The supplier makes comma CMMS available as a service to users (herein referred to as "client").
- The software and all associated Intellectual property are solely owned by the supplier.
- The service is provided "as-is" as an aid to your operations.
- The supplier reserves the right to cancel the client's service subscription in case of abusive use at any moment.
- Although all reasonable efforts are made to ensure the integrity of the data on the database (namely through frequent off-site backups and data protection security measures), the integrity of that data cannot be absolutely guaranteed.
- The supplier will not show, sell or discuss the client's stored information with anyone for any reason unless a request is made by the supplier to the client and a written permission is obtained (this refers to any and all information uploaded by the client to the supplier's servers).
- Clients own all the information they upload to the supplier's servers. Critical information stored on the database can be exported directly by the client at any time in csv format and used anywhere else deemed fit by the client (namely work order information, maintenance plans and equipment lists). If requested, the full list of uploaded files can also be made available for batch download by the client.

### **Free Light Version Specific**

- Free accounts may be cancelled after 3 months of no activity.

### **Professional/ Premium Versions Specific**

- Direct mail support is limited to one question per day.
- The supplier commits to a prompt answer.
- Renewal warning emails are sent to subscribed users on a particular organization account. This subscription is done on a per user basis by system admins on the Users Configuration Module and is enabled for ALL users by default
- 10 days before the invoice deadline, subscribers will receive a warning email.
- On the invoice expiry date another email will be sent out. You then have another 10 days grace period to renew payment.
- If not payment is made after the grace period, the last users that registered are automatically disabled. You need to go to the Users Configuration Module to manage your users to compensate for the decrease in quota.

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- No refunds. If unsure, prepay for 1 month only.
- All costs in USD.

Unique solution ID: #1002

Author: commacmms

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