

## Warranty for Web-AutoResource system

The management of TradeSoft Company has the right to introduce changes into these warranty conditions without the approval of the Client. A new edition of warranty conditions comes into effect after its placement on the website [www.tradesoft.pro](http://www.tradesoft.pro).

These warranty conditions are the same for all Clients of the Company.

### General provisions

The warranty includes the correction of errors caused by TradeSoft Company's employees by efforts of the developers within the shortest possible time and at the expense of the performer subject to the warranty conditions by the Customer. The warranty does not make the developer liable for any consequences as a result of invalid system state or system modifications.

TradeSoft company makes the warranty for:

- A boxed version of the Web-AutoResource system and the system updates (including the Client and Administrative parts);
- Specific modifications of the Web-AutoResource system performed by TradeSoft Company's employees at the Customer's request.

### Warranty period

TradeSoft company provides the warranty for a boxed version of WEB Auto Resource system and system's updates during all period of maintenance and support of the system according to a chosen plan by the client and within six months since the moment the client decides to stop using maintenance and support plan. In case purchasing WEB Auto Resource License without being serviced by TradeSoft specialists the company provides the warranty term six months starting from the date of providing the client with the distribution kit.

TradeSoft company provides the warranty for specific modifications of WEB Auto Resource system during all period of the system's maintenance according to plans on official web site of the company and within three months since the moment the client decides to stop using maintenance plan.

### Claim rules

In order to exercise your rights under this warranty, the Customer shall send a letter of enquiry to the e-mail address [sdesk@tradesoft.ru](mailto:sdesk@tradesoft.ru) from an authorized e-mail address which was provided during the registration. In case of failure to send it from an authorized e-mail address, the a letter of enquiry may be accepted from another e-mail address, in which case there should be a scan copy of an official letter attached, where the Customer shall require to accept a new address as the one authorized for the project.

To increase the speed of processing the request, the error should be described as well as the Customer's expected behavior and the text of the error, the screenshots or images should be attached, all the extra details of the error should be specified, the browser, where the error is detected, should be defined.

## Warranty conditions

Specialists of TradeSoft Company investigate if the Customer's request is a warranty claim in accordance with the following warranty terms and conditions, make a decision about the error presence and the required conditions to fix the error.

All warranty obligations are observed strictly in accordance with the warranty terms and conditions.

In case the Customer requests the warranty support regarding a specific modification conducted by the TradeSoft specialists, errors are considered strictly in compliance with the technical requirement for this specific modification.

### **1. Terms and conditions of providing with the warranty service for the project hosted on the servers of TradeSoft Company:**

1.1. The warranty service covers the Client and Administrative parts of the system and specific modifications of the Client part made by the TradeSoft specialists:

1.1.1. on condition of the Customer's non-interference;

1.1.2. the Customer is permitted to edit open to access:

- styles by means of the file client\_styles.css;
- scripts in the file script.js;
- a general template by means of the file the template.php;
- a home page in the files startup.php;
- replacement of images in the folders images and \_upload.

These changes do not affect the warranty obligations. However, in case of demands from the Customer regarding the modifications introduced by him/her, all the work shall be done by the TradeSoft specialists for extra charge.

1.2. The warranty covers the Administrative part of the system, but does not cover the Client part and modifications of the Client part conducted by the TradeSoft specialists:

1.2.1. in case of removal of the Client-part templates for editing by the Customer, upon the Customer's request.

1.3. The warranty does not cover the Client part of the system, the Administrative part and specific modifications of the Client part made by the TradeSoft specialists:

1.3.1. in case of providing access to record in the database of the project for editing by the Customer, upon the Customer's request.

1.4. The warranty covers the Client and the Administrative parts of the system and does not cover specific modifications of the Client part:

1.4.1. in case specific modifications were implemented without autotests;

1.4.2. in case of implementation of a specific modification by the Customer him/her-self.

## 2. Terms of providing the warranty service for the project hosted on servers of the Customer:

2.1. The warranty covers the Client part of the system, the Administrative part and specific modifications of the Client part, conducted by the TradeSoft specialists:

2.1.1. in case of full compliance of the Customer's server settings with the provided documentation;

2.1.2. in case of the installation of Web-AutoResource system in accordance with the provided documentation;

2.1.3. in case of independence of Web-AutoResource system, library files, DBMS (database management system).

Conditions	The Client part	The Administrative part	Specific modifications of TradeSoft	Specific modifications of the Customer
Non-interference of the Customer	+	+	+	-
Modification of permitted files by the Customer	+	+	+	-
Removal of all templates of the Client part at the Customer's request	-	+	-	-
Providing access to record in the database of the project at the Customer's request	-	-	-	-
Warranty expiration of a boxed version of the system (6 months)	-	-	+	-
Warranty expiration of specific modifications of the system (3 months)	+	+	-	-
Not tested specific modifications	+	+	-	-
The project, hosted on the Customer's servers following all the conditions of hosting on the third party servers	+	+	+	-

### Rules for processing the request for warranty service

After the specialist of TradeSoft Company receives a request, it is investigated whether it is possible to provide the Customer with a warranty service. After that the specialist approves the terms and conditions of work upon the Customer's request.