

## **Support Policy**

IFSQN provides free online and technical and sales support services to help customers resolve issues or answer the questions they may have about IFSQN products and services. Any customer, who purchases IFSQN products and services, is eligible for free technical and informational support via e-mail for 1 year from the date of purchase. You will receive the dedicated e-mail support address in your order confirmation e-mail.

This service is provided by our support team. They are a group of highly-qualified personnel that are committed to providing you with technical, informational and sales support. Depending on the type of request, it can sometimes take us up to 48 hours to respond, though we make every effort to get back to you as quickly as possible and most queries will be answered within 24 hours.

As we do not charge for this service, providing informational support is solely our good will and it is provided to all customers that have purchased one of our manuals. Our aim is to maximise customer satisfaction, however in order to be fair to all of our customers, this service is subject to reasonable use. We may request an additional fee for providing information support if we feel that the level of informational support requested is above and beyond what would normally regarded as reasonable.

