

NetMind Power Support Services Terms

1. Overview

The Support Services provided by NetMind Power are subject to the following terms and conditions. By using our Support Services, you agree to these terms.

2. Support Services Description

NetMind Power offers technical support services ("Support Services") for its platform which may include but are not limited to, assistance with platform usage, troubleshooting, and addressing user queries related to our services.

3. Service Availability

Support Services are available:

- Via email: hello@netmind.ai
- Via discord: <https://discord.gg/sPAcKgAHHs>

Support hours are Monday to Friday, 10:00 AM to 6:00 PM (UK Time Zone), excluding public holidays.

4. User Responsibilities

Users seeking support should provide detailed information about their issue, including steps to reproduce the problem, screenshots, and relevant system information, to assist our support team in providing effective solutions.

5. Response Time

NetMind Power aims to respond to support requests within one business day. The actual response time may vary depending on the complexity of the issue and the volume of support requests.

6. Service Limitations

The Support Services do not cover issues arising from:

- User modifications to the platform code
- Conflicts related to third-party services or software not officially supported by the NetMind Power
- Issues that arise due to non-compliance with our documentation

7. Priority Support

Priority support may be available to premium users or under separate service agreements, offering faster response times and dedicated assistance.

8. Updates and Maintenance

NetMind Power may provide updates to its platform that may improve functionality or address security issues. Users will be notified of such updates when they are available.

9. Disclaimers

The Support Services are provided "as is" without any warranties, express or implied. NetMind Power does not guarantee that all support queries will be resolved.

10. Changes to Support Services Terms

NetMind Power reserves the right to update these Support Services Terms at any time without notice. Users are encouraged to review these terms periodically.

11. Contact

If you have any questions about these Support Services Terms, please contact us at hello@netmind.ai.
