SUPPORT SERVICE LEVELS AND TERMS OF USE

1. Scope

1.1. These Support Service Levels and Terms of Use (the “Policy“) govern access to Aximmetry's online support ticketing system (the "Ticketing System") and the support Aximmetry provides through it.
1.2. This Policy supplements Aximmetry’s General Terms and Conditions (the “GTC”) and the End User License Agreement applicable to the Software concerned (the “EULA”). Capitalised terms not defined here have the meaning given in the GTC or the EULA. If this Policy conflicts with the GTC or the EULA in respect of support or the Ticketing System, this Policy prevails.
1.3. The liability, governing law and dispute resolution provisions of the GTC apply to the Ticketing System and to support under this Policy, including where the Customer obtained its licence or Support Service through a Reseller.
1.4. By purchasing a Support Service, by submitting a ticket, or by continuing to communicate with Aximmetry support after receiving a link to this Policy, the Customer accepts this Policy.

2. Definitions

2.1. "Support Service": a valid Maintenance+ plan, Long-term Support Plan, Event Support engagement or other paid support service that includes access to the Ticketing System.
2.2. "Customer": the holder of a Support Service, whether purchased from Aximmetry or through a Reseller, and any other person to whom Aximmetry grants access to the Ticketing System.
2.3. "Business Day": a day that is a working day in Hungary, excluding days of company closure Aximmetry announces in the Ticketing System in advance, Budapest time.
2.4. "First Response": the first reply from Aximmetry support staff that addresses the ticket, including a request for further information. Automatic acknowledgements do not count.

3. Access

3.1. Aximmetry provides Support Service through the Ticketing System to Customers. A Support Service is not valid while any fee for it is overdue. Licence holders without a Support Service may seek help on the Aximmetry Forum. Support Service fees are payable in advance for each billing period. Aximmetry provides a Support Service only for a period for which it has received its fee in full.
3.2. Aximmetry handles a ticket only after it has validated the licence concerned, by the means it chooses. The Customer must provide the information Aximmetry requests for validation. Aximmetry may require validation for each ticket.
3.3. After validation, Aximmetry communicates with the Customer in the ticket on Cayzu and, in exceptional cases at its discretion, through the email address from which the ticket was submitted or which the Customer provides in it. Aximmetry treats communications in the ticket or from that address as the Customer’s. Communications the parties send are delivered on the next Business Day. The Customer must regularly check its open tickets and that address, and bears the consequences of failing to do so, including where a notification is lost or filtered as spam.
3.4. Access ends when the Support Service expires or terminates, or when the licence ceases to be valid. Aximmetry then closes all open tickets. An account in the Ticketing System does not by itself entitle anyone to support.

4. Submitting a Ticket

4.1. Each ticket must concern a single issue and be written in English.
4.2. The ticket must include:
a) the licence identifier and the Software version and edition;
b) the third-party hardware involved (video I/O cards, tracking systems, cameras);
c) a description of the issue, the expected behaviour and the steps to reproduce it;

d) log files, screenshots or screen recordings showing the issue.

4.3. Aximmetry may request further information, files or a sample project that reproduces the issue.

4.4. The Customer may mark a ticket as urgent only if the issue stops a live or scheduled production. Aximmetry handles urgent tickets first where it can. The response times remain unchanged.

5. Service Levels

5.1. Aximmetry provides a First Response within:

Support Service	First Response
Maintenance+	Within 5 Business Days
Tailor-made online consultation	At the time agreed by the parties; failing agreement, within 72 hours
Long-term Support Plan	Within 72 hours
Event Support	As agreed by the parties; failing agreement, within 72 hours

5.2. Response times run from the delivery of the ticket. Time during which the Customer has not provided the information Aximmetry needs to validate the licence does not count towards the response time.

5.3. Response times commit Aximmetry to respond, not to resolve. Aximmetry does not guarantee that it will resolve an issue, or how long a resolution will take.

5.4. Failure to meet a response time does not entitle the Customer to a refund or service credit. Any other claim is subject to the liability provisions of the GTC.

5.5. The Customer books consultation time included in its Support Service through the Ticketing System. Unused consultation time does not carry over to future sessions.

6. Scope of Support

6.1. Support covers:

a) installation, activation and licensing of the Software;

b) use of Software features as described in the Knowledge Base;

c) reproducible defects in the Software.

6.2. Support does not cover unless agreed in writing:

a) creating, building, debugging or optimising the Customer's scenes, compounds, Unreal Engine projects or other content;

b) third-party hardware, software, drivers and operating systems, except their interoperability with the Software where the Knowledge Base lists them as supported;

c) Software versions other than the latest release available;

d) Customers that have violated the EULA.

6.3. Aximmetry decides whether, how and when to correct a defect. It may provide a workaround, a configuration change or a correction in a later release.

6.4. Aximmetry may provide test builds or hotfixes through the Ticketing System. The Customer uses them under the EULA, as is, only for testing and troubleshooting on its own systems, and must not distribute them.

6.5. Aximmetry’s support staff provide technical guidance only. They are not authorised to amend the Customer’s contract, grant licences, refunds or discounts, or commit Aximmetry to future releases, features or fixes. Their statements about the cause of an issue do not constitute an admission of liability.

7. Remote Sessions

7.1. Aximmetry decides whether to carry out a remote session, unless Aximmetry expressly advertises remote sessions as part of the Customer’s Support Service or has agreed to one in advance.

Remote sessions take place at an agreed time, using a remote access tool Aximmetry designates. Aximmetry provides on-site support only on the basis of a separate quotation and agreement.

7.2. Before the session, the Customer must back up its data and projects, close confidential material the session does not need, and ensure it may grant access to the system concerned. A representative of the Customer must attend the session throughout.

7.3. The Customer decides when to grant access to its system, including whether to grant it while the system is used in live production. By granting access to its system in any way, including through a remote access tool, screen sharing or login credentials, the Customer authorises Aximmetry to access the system and the data stored on it, and to install, remove or change software, settings and files as Aximmetry considers necessary to handle the ticket. Aximmetry uses the data it accesses only to handle the ticket and keeps it confidential. The Customer remains responsible for its systems, data and productions, and bears the risk of any data loss or production interruption arising from the access, except where caused by Aximmetry's wilful misconduct.

8. Acceptable Use

8.1. The Customer must not:

a) open several tickets for the same issue;
b) upload malware or files the ticket does not require;
c) use the Ticketing System for sales, billing or licence purchase matters, which sales@aximmetry.com handles;
d) attempt to access other customers' tickets or test the security of the Ticketing System;
e) use abusive or threatening language;
f) contact Aximmetry's support staff through personal phone numbers, messaging apps, social media or other channels Aximmetry has not designated.

8.2. Aximmetry may merge duplicate tickets, close tickets outside the scope of this Policy, and suspend access to the Ticketing System for any breach of this Policy.

9. Closing Tickets

9.1. Aximmetry closes a ticket:

a) when it has provided an answer that may resolve the issue, and the Customer has not replied within 7 days of its delivery that the issue persists;
b) when the issue falls outside the scope of support; or
c) when the Customer has not replied to a request from Aximmetry for 14 consecutive days. Aximmetry may close a ticket with or without the Customer's confirmation.

9.2. A closed ticket cannot be reopened unless Aximmetry agrees to reopen it. The Customer must report any new or recurring issue in a new ticket. If the Customer raises a new issue in an open ticket, Aximmetry may ask the Customer to report it in a new ticket.

10. Data

10.1. Aximmetry processes personal data contained in tickets, attachments and remote sessions in accordance with its Privacy Policy.

10.2. The Customer must remove personal data and third-party confidential material from logs, files and recordings unless the ticket requires them, and may upload third-party content only if it has the right to do so.

10.3. Aximmetry may use information from tickets to improve the Software and the Knowledge Base, without identifying the Customer.

11. Amendments

Aximmetry may amend this Policy by publishing a new version in. A change that reduces the service levels of a paid Support Service applies from the next renewal of that Support Service.