

BOBRONIX SUPPORT

TERMS AND CONDITIONS

Bobronix will respond to your registered support issues within 24 business hours. Officially we don't offer support during weekends and outside of business hours, but we love what we do so don't be surprised if we answer your query off normal business hours.

Bobronix business hours are Monday - Friday, 9AM-9PM GMT+3 (Nicosia). Bobronix support is closed on major Cyprus holidays including:

- New Year's Day
- Epiphany
- Green Monday
- Cyprus National Day
- Good Friday
- Easter Monday
- Labor Day
- Cyprus Independence Day
- Christmas Eve
- Christmas Day
- Second Christmas Day
- New Year's Eve

Data Center Products

Bobronix support provides special terms for Data Center products:

- 6AM-12AM GMT+3 (Nicosia)
- 7 days a week
- Closed on New Year's Day, Christmas Eve, Christmas Day, Second Christmas Day, New Year's Eve
- Bobronix will respond to your registered support issues within 3 hours

Support Includes

- Help with issues during installation & upgrade
- Help troubleshooting problems with Bobronix add-ons
- Help identifying workarounds

Support Does Not Include

- Product Training
- Customers who do not have a valid license
- Support related to 3rd-party add-ons
- Support for JIRA versions that are no longer supported by Bobronix add-ons
- Support for customers' configuration of JIRA
- Beta or Development releases
- Support in any language other than English
- Support via any channels other than e-mail