

Parts.Resource

Project Support Rules and Warranty Policy

Tradesoft (hereinafter referred to as the Developer, Tradesoft) has the right to introduce changes into these Technical Support terms and conditions without the Client's consent. A new edition comes into effect upon its posting on the website www.tradesoft.pro. These terms and conditions are valid for all the Clients of Tradesoft and for the Clients of the Partners of Tradesoft.

The out-of-the-box version of Parts.Resource is a software product designed for an unlimited number of Clients and supplied on the as-is conditions with functions standard for all users and in the scope stipulated in Parts.Resource documentation (User's Guide).

Service

Project Management Plan and Project Classification by Complexity

The Project management plan determines the project complexity class. Each individual code work makes the project more complicated. As a result, it requires more resources for individual project management. To recover labor costs, Tradesoft (Tradesoft partners) classifies each project by its complexity according to the objective parameters and establishes a project management plan.

The project complexity class is determined by the Developer's total labor costs for individual code work on the project. The project management plan is changed immediately as soon as the project complexity class is altered.

Project complexity class	Without individual code work	Low	Medium	High
Developer's total labor costs in hours	0	< 15	15-40	> 40

The project management plan includes a set of services depending on the project complexity class.

Project complexity class	Without individual code work	Low	Medium	High
Improvement of standard functions	Yes	No	No	No
Dedicated testing space	No	No	Yes	Yes
Project management (Project manager)	No	No	Yes	Yes
Assigned team of developers	No	No	No	Yes
Project management plan	Free	Free	\$150/month	From \$1 200/month

Should the project be hosted on the Client's server, standard functions are updated on a fee basis after the Developer's labor costs are pre-estimated.

Warranty Policy

The Warranty Policy includes correction of errors caused by the fault of Tradesoft specialists (Tradesoft partners) by and at the expense of the Developer within the shortest possible time subject to the Client following the Warranty Policy. The Warranty shall not make the Developer liable for any consequences as a result of invalid system state or system enhancement.

Tradesoft Company provides the Warranty for the following:

- Standard functions and updates of Parts.Resource** (including the Client and Administrative Parts) during all the Parts.Resource support period according to the Support Plans stipulated on Tradesoft website.
- Functions of all enhancements for Parts.Resource (in the scope stipulated in the technical assignment)** implemented by Tradesoft specialists on the Client's request. The Warranty is provided within the minor* version of the system for which the code work is developed (*the minor version is defined by the middle number of Parts.Resource version: in PARTS.RESOURCE Version 6.59.76, 6 defines the major version, 59 – minor, 76 – patch).

Any works for individual development/ code work/ modification of the project by Tradesoft specialists (specialists of Tradesoft partners) are done on a fee basis.

The warranty maintenance is provided under observance of the following terms and conditions: no interventions from the Client's side, payment for the Project management plan and hosting of the project on Tradesoft servers. Should the rights to write be granted (besides the folder _upload) on the Client's request, or should the Project management plan be not paid for, or should the project be installed on the Client's server, any kind of work shall be done on a fee basis.

Project Support Rules

Technical support for Parts.Resource shall be provided with regard to the Support plan paid by the Client, observance of the requirements for the Warranty system maintenance and the Project management plan.

Technical support with regard to the Support plan includes:

1. Helpdesk support of the user regarding the standard functions of the out-of-the-box version of Parts.Resource;
2. Helpdesk support regarding the functions of Parts.Resource individual code work;
3. Provision and administration of the server.