



Support & SLA Options

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Introduction

Scope

The scope of this document is to outline the Basic Support included in all Fimble plans as well as additional/optional Service Level Agreements (SLAs) to provide technical support and maintenance services in a timely manner.

Terms

- For multi-location businesses, all requests should be funnelled via the business's IT department.
- All requests not related with the system e.g. hardware issues, 3rd party systems etc. should be directed to the equivalent vendor.
- Response time does not include resolution time. Resolution time is dependent on the type of request, issue or incident.
- Fimble system comes with Operational Warranty. This means that any issue related to the system that is Fimble's fault are remediated with no cost.
- Work performed for a) new requests, b) change requests or c) support for issues that relate to user or 3rd party error are billed per hour as per project terms. If work performed is during normal operating hours, then it is billed as per project terms. Work performed outside of the normal operating hours is billed as per project terms + 40% surcharge.
- In a rare and unforeseen disaster scenario where multiple Fimble installations are affected, recovery priority will be given to highest SLA first, then plans with in-store components first (e.g. POS), then systems with most orders first.
- Any business activities that may affect the performance of the system such as TV advertising or bulk push notifications that may result in increased load of concurrent users will need to be communicated to your Account Manager at least 72 hours prior to the event, in written.
- Optional SLAs are invoiced per month, due 30 days from invoice date. Any delay in payment over 60 days will result in service suspension.

Types of SLAs

Apart from the Basic Support provided in all Fimble plans, the following types of SLA types are available depending on nature of request.

	Related Issues	Examples
Technical Support	Technical support requests	User operation questions System malfunction etc.
Content	Content change requests	Uploading a new banner Changing a product price Updating a marketing offer etc.
Development	New or change development requests	Add a custom functionality Create a 3rd party integration etc.

Types of Urgency

The technical support requests can be treated either as non-urgent or urgent based on the below:

	Description	Examples
Non-urgent requests	Non-urgent requests that do not affect operational behaviour.	User retraining Content change etc.
Urgent incidents	Urgent requests that relate to an incident seriously affecting operational behaviour.	Issue with server Orders not received etc.

Content & Development requests are never treated as urgent.

Operating hours

Normal operating hours are based in GMT+2 (GMT+3 during summer solstice) Monday to Friday. Optional 24/7 support is available as described in section **I. Technical Support SLAs**.

Support channels

Our support team can be contacted by one of the following support channels, depending on your plan, and support English & Greek.

	Non-Urgent requests			Urgent incidents		
	Basic	Advanced	Professional	Basic	Advanced	Professional
Online Chat (Human)	✓	✓	✓	✓	✓	✓
Online Chat (AI)	✓	✓	✓	✓	✓	✓
Ticketing	✓	✓	✓	✓	✓	✓
Email		✓	✓	✓	✓	✓
Phone			✓	✓	✓	✓

Server Maintenance & Monitoring

- Basic Support & all SLA options include 24/7 system monitoring.
- Basic Support & all SLA options include security monitoring & patching.
- Technical Support SLA options offer an average minimum server uptime of 99.8% (excluding scheduled maintenance which occurs during business off-hours). Current live uptime can be seen [here](#).
- In case average server uptime falls below 99.8% over a period of 30 days, the amount of the Technical Support SLA included for the given month is refunded.
- Uptime excludes non-working hours of the Client business where servers may be restarted to apply security updates.

Basic Support

Scope

All plans come with default support. More specifically:

	Non-Urgent requests			Urgent incidents		
	Average re- sponse time	Operating hours	Support channels	Average re- sponse time	Operating hours	Support channels
Technical Support	6-48 working hours	10am-6pm Mon-Fri	Per plan	4 working hours	9am-7pm Mon-Fri	All
Content	6-48 working hours	10am-6pm Mon-Fri	Per plan			
Develop- ment	6-48 working hours	10am-6pm Mon-Fri	Per plan			

- There is no cost for Basic Support and is included in all Fimble plans.
- Response times provided are average, include no commitment and are within the operating hours.

Adding an SLA will ensure a better maintenance of your system depending on the requirements. The following sections outline the optional SLAs available. A combination of multiple SLAs is possible.

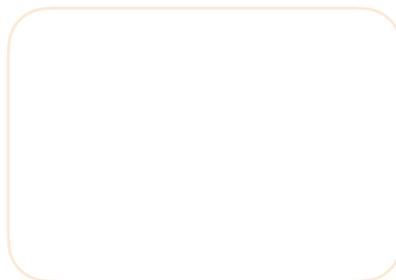
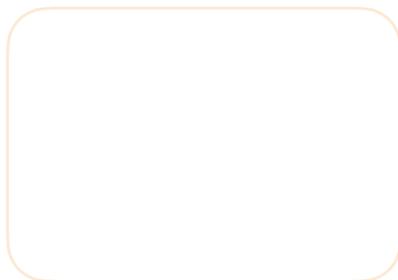
I. Technical Support SLAs

Scope

Available Technical Support Service Level Agreements (SLAs) can be found below:

SLA	Non-Urgent requests			Urgent incidents			Cost per month
	Response time	Operating hours	Support channels	Response time	Operating hours	Support channels	
Basic	6-48 working hours	10am-6pm Mon-Fri	Per plan	4 working hours	9am-7pm Mon-Fri	All	€0
Extended	6-48 working hours	9am-7pm Mon-Fri	All + Online Chat (Human) for off-hours	2 hours	9am-12pm Mon-Fri	All + Online Chat (Human) for off-hours	€350 + €9 per store
Extended + Weekends	6-48 working hours	9am-7pm Mon-Fri	All + Online Chat (Human) for off-hours	2 hours	9am-12pm Mon-Sun	All + Online Chat (Human) for off-hours	€450 + €9 per store
24/7	6-48 working hours	24/7	All	1 hour	24/7	All	€750 + €19 per store

- Extended and Extended + Weekends plans, in contrast to the majority of the technical support infrastructures are Level 3 instead of Level 1. This means that the team is comprised mainly of senior engineers with deep knowledge of the product instead of 1st level technical support staff resulting in a significantly higher chance of having an issue resolved directly.



Level 3 Support

Core system troubleshooting, bug fixes, performance optimization, infrastructure issues

● Extended & 24/7 SLA response times come with commitment. In case this commitment is not met, the cost of the service is refunded for the given month.

- Urgent incidents are always treated as first priority, with priority given to accounts with SLA.
- Response time does not include resolution time. Resolution time is dependent on the type of request, issue or incident.
- Minimum contract duration is 6 months.
- Start date for Extended SLAs is 2 working days. Start date of a 24/7 SLA will be provided after signing of the contract.
- 24/7 support between 12pm and 9am are 1st Level only.

II. Content Management SLAs

Scope

Available Content Management Service Level Agreements (SLAs) can be found below:

SLA	Non-Urgent requests			Cost per month
	Response time	Operating hours	Support channels	
Basic	6-48 working hours	10am-6pm Mon-Fri	Per plan	€0
Priority	4 working hours	9am-7pm Mon-Fri	Per plan	€500

- All content requests are treated as non-urgent requests.
- Priority response times come with commitment. In case this commitment is not met, the cost of the service is refunded for the given month.
- Priority includes direct access to a semi-dedicated content manager trained on your system and content specifications. Training cost is included.
- Cost per month is per account, irrespective of the number of stores.
- Response time does not include actual work performed. Work duration is dependent on the type of request, issue or incident.
- Minimum contract duration is 3 months.
- Start date of a Priority SLA will be provided before signing of the contract.

III. Development SLAs

Scope

Available Development Service Level Agreements (SLA) can be found below:

SLA	Non-Urgent requests			Cost per month
	Response time	Operating hours	Support channels	
Basic	6-48 working hours	10am-6pm Mon-Fri	Per plan	€0
Dedicated	30 minutes	9am-7pm Mon-Fri	Per plan	€9600 - €12300

- All development requests are treated as non-urgent requests.
- Priority response times come with commitment. In case this commitment is not met, the cost of the development for that day is deducted.
- Any development work skips the queue and development starts immediately.
- Dedicated cost per month ranges depending on engineer seniority.
- Response time does not include actual work performed. Work duration is dependent on the type of request, issue or incident.
- Dedicated SLA cost includes management and 160 development hours valued at €12.800.
- Minimum contract duration is 12 months.
- Start date of a Dedicated SLA will be provided before signing of the contract and typically takes 30-90 days for the engineer to empty his/her queue of tasks and deliver all projects to another engineer.

Q&A

For any questions on the above please contact your Account Manager.