

Support Policy

Logic4 Solutions

Effective Date: 01-04-2025

1. Overview

At Logic4 Solutions, we are committed to providing reliable, timely, and professional support for all our services including website development, software solutions, digital marketing, bulk SMS, WhatsApp marketing, and IT infrastructure.

2. Support Channels

Clients can reach us for support through the following methods:

- **Email:** info@logic4solutions.com
- **Phone/WhatsApp:** +91 7498091113
- **Support Portal:** [if applicable]
- **Business Hours:** Monday to Saturday, 10:00 AM to 6:00 PM IST

3. Types of Support Provided

We provide the following types of support based on your plan or service agreement:

a) Free/Included Support (during warranty or AMC period):

- Minor bug fixes or error corrections
- Guidance and training on using delivered systems
- Basic hosting/domain troubleshooting (if purchased from us)
- Updates on SMS balance, campaign issues, etc.

b) Paid/Extended Support (post-warranty or non-covered issues):

- New feature requests or design changes
 - Hosting/domain issues not under our control
 - Platform migrations or major updates
 - System integration and API customizations
 - Digital marketing campaign strategy & execution
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4. Response Time

We strive to respond to all support queries as quickly as possible:

Priority	Issue Type	Response Time
High	Site down, SMS/API failure	Within 2 hours
Medium	Bugs or moderate issues	4–8 business hours
Low	UI changes, consultations	1–2 business days

Response time is based on business hours and may vary on weekends/holidays.

5. Exclusions

The following are **not covered** under standard support:

- Issues caused by third-party services not provided by us
 - Self-hosted installations or systems modified without our consent
 - Expired domain or hosting accounts
 - Unauthorized API integrations
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6. Annual Maintenance Contract (AMC)

Clients can opt for AMC for priority support and proactive maintenance. AMC includes:

- Regular backups
 - Minor updates and security patches
 - Priority issue handling
 - Discounted rates for upgrades
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7. Support Termination

Support may be terminated if:

- Payment for services or AMC is overdue
- Unauthorized code alterations are made
- The client is abusive or uncooperative with support staff

8. Contact

Logic4 Solutions

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- Website: [https://logic4solutions.com]