DocExport
Service Level Agreement (SLA)

We are here if you need support for our apps. We'll do our best to help you get started, answer any questions, look into feature requests, and more. In this document, you'll find information on our availability, response times and how to get support.

1. Support hours

Our support hours are from Monday to Friday: 09:00 - 17:00 (GMT).

2. Where to get support

You can request support by opening an issue in our support portal https://towerapps.freshdesk.com/ or via email to support@docexport.com. We can only handle support requests in English and German language.

3. Response time

We strive to respond to your support request within 48 hours, during our support hours.

4. Holidays

Our support is not available on official UK public holidays. You can find a list of public holidays here:
UK bank holidays - GOV.UK (www.gov.uk)

5. Scope

This SLA only applies to customers with a valid and paid license for the DocExport app.