

Per Incident Support

Terms and Conditions

- Per Incident support is designed to meet ad-hoc and occasional support needs.
- Before purchasing Per Incident support, SearchBlox highly recommends that you take advantage of SearchBlox online knowledge base, documentation and discussion forums – complimentary resources that may lead directly to the answers needed!
- An incident is defined as a question relating to a specific, discrete issue and may involve several interactions with Technical Support prior to resolution. An Incident is a single, discrete technical problem which cannot be reasonably addressed with a brief resolution, and also which is not overly broad in scope.
- An incident cannot be credited back or refunded even if the issue was resolved without help from SearchBlox technical support (for example: finding the answer in the product documentation, knowledge base or on your own).
- With Per Incident support, customers can log cases and will receive responses through the Web and/or by the phone.
- Customers should respond within 2 business days to any queries raised by SearchBlox in order to facilitate a rapid resolution to the issue. In the event there is no response from the customer after 5 business days, it will be assumed that the issue has been resolved and the incident will be closed.
- Reopening a closed issue will be treated as a new incident and therefore require a new purchase of Per Incident Support
- If the support incident raised was addressed in a later build of the software, the customer will be charged for the support incident.
- Priority bug fixes provided by SearchBlox will be to the latest version of the product. It is the customer's responsibility to upgrade to the latest build of the product to resolve the issue.
- If the incident turns out to be a defect in our software and a support engineer is unable to find an acceptable solution or provide a bug fix , the customer will not be charged for the support incident.
- Per Incident Support only covers functionality available in released builds of SearchBlox. It does not cover new feature requests.