

CLIENT SERVICES POLICIES AND PROCEDURES

This document provides an overview of the support services pertaining to the GoFETCh technology platform and the policies and procedures of client on-boarding and project-based services delivered by our Client Services division. The document is meant for clients, partners, and prospects.

1. SUPPORT HELP-DESK

- 1.1. The GoFETCh Help Desk is available from 8:30 to 16:00 on business days (Monday through Friday except during public holidays and official office closures) to respond to system usage and technical queries.
- 1.2. All requests must be submitted via email to support@gofetchonline.com in order to generate a support ticket.

2. SUPPORT TICKETS

- 2.1. Support requests will be responded to within 4 hours (during business hours and on business days) which shall include a unique tracking number confirming the support ticket.
- 2.2. Within 24 business hours, the Help Desk will respond to the customer with a status of the ticket, action taken by the team, and the expected turnaround times for the ticket to be resolved.
- 2.3. Should the support ticket be escalated to our technical team for further investigation, this will be noted in the status of the ticket and a deadline will be provided to deliver an updated status and turnaround time.
- 2.4. Should the customer believe this to be unsatisfactory or the response inappropriate, or alternatively has not received a response from the help desk within the allocated time to respond, the ticket can be escalated to the Client Services Manager who is also available via the Help Desk.

3. GoFETCh Hub

- 3.1. The GoFETCh Wiki (<http://gofetchonline.comh>) is a public site designed to provide customers, partners and collaborators with the necessary resources to optimise onboarding, support and usage of GoFETCh platform.
- 3.2. In the successful delivery of support services, the Help Desk may direct customers to articles, documents and videos hosted in the GoFETCh Hub.

4. PROJECTS (INCLUDING ON-BOARDING)

- 4.1. The Client's project requirements must be clearly communicated to Client Services in writing and a proposal will be provided clearly outlining the associated charges, required resources and proposed timelines.
- 4.2. Client Services will not commence work on any project detailed in a proposal until signed off by the Client, which will be the acceptance of an agreement.
- 4.3. Any obligation requiring Client Services to work to specific deadlines provided within the agreement will be deemed to include a proviso that the Client will make itself reasonably available to collaborate and provide the necessary resources timeously to deliver on the project.
- 4.4. Should the necessary resources not be provided by the Client on time, then Client Services cannot be held responsible for failing to meet a deadline and a new deadline must be agreed upon.
- 4.5. Where projects are dependent on 3rd party providers, such party will also make itself reasonably available to collaborate and provide the necessary resources, systems and features timeously to deliver on the project.
- 4.6. Should the necessary resources not be received from the 3rd party on time or should the required system and/or system features not function as proposed, then Client Services cannot be held responsible for failing to meet a deadline and a new deadline must be agreed upon.

5. SCOPE OF PROJECTS

- 5.1. Any subsequent changes to the project must be reduced to writing and then approved by Client Services in writing, which may incur additional costs and affect the project timelines.
- 5.2. The Client agrees to be held responsible for any changes to the scope of the project through any error, omission, addition or change of mind (hereafter referred to as "alterations") on the side of the Client.
- 5.3. Any alterations specified by the Client may carry an additional cost. Furthermore, the Client will be liable to pay for any work in progress or completed work that needs to be redone or altered in order to meet the revised requirements of the Client.
- 5.4. E-mail correspondence shall be sufficient to prove changes to agreements as long as it is acknowledged with a response.
- 5.5. Client Services undertakes to provide the Client with a revised budget and make the Client aware of the cost implications of any alterations requested, before commencing with the execution thereof.

6. DELAYS AND CANCELLATIONS

- 6.1. If the project is not delivered within the specified time due to circumstances caused by the Client or its staff, the Client hereby agrees to assume responsibility for the full costs outlined in the proposal.
- 6.2. While Client Services endeavors to meet all deadlines, we acknowledge that unforeseen delays may occur due the internal operations and technical issues. In the event of such delays, the project will be escalated to the Client Services Manager who will assess the consequences of the delay and work with the Client to agree on an amicable solution to make good on the agreement.

7. CONCLUSION OF PROJECTS

- 7.1. The final product will only be released by Client Services once the Client approves it as complete and satisfactory, and confirms this in writing.
- 7.2. The Client is afforded seven days to bring any defects in the deliverables to Client Service's attention, where such defects will be rectified provided they form part of the specifications set out in the Proposal. If no claim is made within seven days, the Client is deemed to have accepted the project as delivered at the agreed price.