

Support and continuity rules

Supplement to the Terms and EULA. Technical assistance, safe diagnostics, outages and retirement.

Version: 2.0-draft-2026-09-24 | Updated: 2026-09-24

Effective date: [EFFECTIVE DATE TO BE COMPLETED]

DRAFT: Draft for approval before sales launch. LiberUp must fill in the effective date. Planned features apply only when made available and expressly selected by the customer; this draft does not amend existing contracts.

1. Contact and response

Support operates Monday–Friday, 09:00–17:00 Europe/Warsaw, excluding Polish public holidays. Use the website contact form or contact@liberup.pl. We target a first substantive response within 3 business days. This is a response target, not a guaranteed fix time. High demand may cause delays which we communicate; statutory deadlines are unaffected.

System outages, abuse and security incidents receive priority. An internal substitute covers absences but cannot change the offer. We do not provide a separate paid SLA or accounting advice.

2. Preparing a report

Include Product and version, operating system, incident time, action, expected and actual result, and error text. An order or case identifier helps locate the contract. Missing information does not invalidate a complaint; we may request what is necessary to investigate.

Samples must be synthetic or effectively anonymised, including filenames, metadata, logs and screenshots. Do not send real JPK files, invoices, client data, KSeF tokens, passwords, private keys or payment data. Hiding a name while leaving tax numbers and document references may be insufficient. Support does not use remote desktop. Guides and available videos are provided on the website.

3. LiberUp outages and compensation

For a confirmed LiberUp-side outage lasting more than 72 hours and preventing use of a paid application, we offer an extension of the affected licence by the number of full days of that outage. Mere unavailability of purchasing while the application still works is excluded. The extension is additional and does not replace statutory remedies. A report helps determine duration, scope and the affected licence.

A complaint is not conditional on using the latest version. Updating may remedy a defect; consequences of not updating are assessed under the EULA and law. External dependencies do not exclude liability for LiberUp's own errors.

4. External systems and end of support

KSeF summaries depend on availability and permissions in the Ministry of Finance system. Messages should distinguish external failures from application errors and warn about incomplete summaries. Users should not treat an incomplete report as complete.

End of development or support is announced at least 30 days in advance. It does not automatically end paid access. The Terms govern sales retirement, renewals and settlement. Withdrawal of a critically unsafe release follows the EULA and conformity obligations.

Legal references

[Ustawa o prawach konsumenta / Consumer Rights Act — art. 7a, 43k ust. 4, 43m–43o](#)

Related documents in this version

[LiberUp terms of service — PDF](#) · [Privacy policy — PDF](#) · [Cookie policy — PDF](#) · [End-user licence agreement — PDF](#) · [Complaints and withdrawal — PDF](#) · [Accessibility information — PDF](#) · [Subscription and payment rules — PDF](#) · [Withdrawal form — PDF](#)

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