Support and continuity rules

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

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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.

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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.

For initial diagnosis provide the product and version, operating system, error code, reproduction steps, expected and actual result, and event date. Prepare a sample under the safety instructions: remove client data and secrets or reproduce the problem using synthetic data. Inability to send the real file is not by itself grounds to reject a complaint; we agree a feasible, minimally intrusive diagnostic method.

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.

Example: 96 hours of a qualifying outage means a 4-full-day extension, not merely the time beyond the first 72 hours. We count actual inability to use the paid licence due to LiberUp. The extension may be granted after establishing the event from logs or a report and does not require waiving claims.

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 · JPK_VAT product specification — PDF · Application privacy — PDF · Social profile privacy — PDF · JPK_VAT use and safety — PDF

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