

Support and continuity rules

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

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DRAFT: Draft for approval. Effective date: 2026-10-27. This version incorporates facts available on 21 October 2026 but requires completion of the identified checks and company approval. It does not amend earlier contracts or activate sales or renewals. Final publication will carry its actual effective date and a separate version identifier.

1. Contact and response

Support operates Monday–Friday, 09:00–17:00 Europe/Warsaw, excluding Polish public holidays. Use the website contact form or support@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 reports receive priority; the ordinary 3-business-day support target does not determine incident response or statutory deadlines. Before sales open, LiberUp appoints a responsible person and a deputy for absences. We do not provide a separate paid SLA or accounting advice.

Use support@liberup.pl for general enquiries, technical support, accounts, licences, billing, complaints and privacy. Use contact@liberup.pl for business and marketing cooperation, offers and business proposals. The form asks for a category and optionally a product from the current list or “Other / not applicable”. The server assigns the recipient according to the category. Do not include actual client files or secrets. Send suggestions for improvements to an application to technical support.

Categories organise handling; they are not marketing consent or a condition for a valid complaint, withdrawal or data-rights request. If a matter reaches another monitored LiberUp mailbox, we forward it to the appropriate authorised person while preserving the date received by LiberUp. We do not require resubmission solely because of the selected category or address.

2. Preparing a report

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

JPK_VAT does not submit declarations or download KSeF invoices. Its specification describes the limits of local checks and result interpretation. Announced applications depending on Ministry of Finance services require a separate offer; previews do not expand the support scope of a JPK_VAT purchase.

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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