

MadeEasy Resources Legal Page

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3. **Support Topic Limitations:** Inquiries are limited to the following software areas: installation, upgrade assistance, basic usability and basic functionality, as described in product documentation. MADEEASY does not claim to resolve connectivity issues caused by third-party services, service providers, hardware or software, or networking problems. Phone support does not cover inquiries on general accounting or taxation issues, nor does it include application consulting or training. Our technical support consultants will make the determination of the nature of your query for these purposes.

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Company File Services

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1. **General Policies:** MADEEASY warrants that it will not divulge the financial company information contained in the customer's company file to any third party, or use it for any purpose whatsoever other than to repair or convert the customer's company file. Each company file is unique, so processing times vary and are difficult to forecast. The average file takes between two and four hours to repair. Some take significantly longer and in some cases, cannot be repaired at all. In the case of files that cannot be repaired the same day that they are sent, a Company File Services representative will keep you informed of the status of your repair through to conclusion. Files are handled in the order in which they are received.

2. **Pricing Policies:** Company File Services charges N1500 per hour to repair damaged or corrupted files. There is a two-hour minimum (N2000) charge. Upon receipt of your company file, you may request an estimate before beginning any repairs. The price for password resets is N1000.00. The price for serial number changes is N1500.00 per file. The price for upgrading company files from older versions is N5000.00 per file. Customers can request expedited service for N5000.00 plus the cost to repair the file. Call out charge is NGN500/KM to and from nearest MADEEASY office plus on-site service charge.
3. **Submitting Company Files for Repair:** For all company files sent to MADEEASY: An acknowledgement email must be sent from the customer giving permission to work on your company file and acknowledging the terms and conditions. Upon receipt of the acknowledgement email, a representative will contact you to advise the cost and processing time. In order to maintain file security, we only accept company files that are submitted through our secure ftp login. We ask you not to mail, Registered Courier Company, or Secured email company files directly. For more details, call Customer Service at 0803 706 5839 or email contact@MADEEASYng.com or MADEEASYng@gmail.com

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