

Policy of technical support provided by CAD PROJECT K&A Support Team

I. Entitlements for technical support

1. CAD Projekt K&A entitles holders of licenses for CAD Decor PRO, CAD Kitchens, CAD Decor software to use free technical support for a period of one year from the date of purchase of said software.
2. After one year from the date of purchase of the software, the Licensee has the option to purchase an annual service package entitling the Licensee to continue to receive technical support for the duration of the service package purchased.
3. The duration of the service package is the time period starting from the day following the purchase of the package and lasting for period for which the service package was purchased.
4. A Licensee whose service package has expired (the day following the last day of package activity is considered the expiration day) is entitled to a one-time use of technical support.
5. Service technicians shall keep records of Licensees' contacts with the Technical Service and, on this basis, assess whether the Licensee has exercised the right described in Section 4.
6. Clients purchasing a Software License outside CAD Projekt K&A, from companies providing technical support, should first address their requests to these companies. However, if they turn to CAD Projekt K&A for assistance, assistance will be provided to them taking into account paragraph I.4. The list of companies (dealers) providing technical support on their own can be found at <https://www.en.cadprojekt.com.pl/>

II. Methods of Technical Support

1. Technical support shall be provided via email, telephone or remotely on the Licensee's computer (hereinafter referred to as remote technical support) via dedicated software and on-site at CAD Projekt K&A company headquarters.
2. Remote technical support mentioned in point II.1 will be conducted subject to the technical feasibility of its implementation. Remote technical support will not be provided, among other cases, when the Licensee's computer:
 - a. has no internet connectivity,,
 - b. has low-quality connectivity (insufficient internet bandwidth or weak signal)
 - c. the user account in the Windows system has restrictions
 - d. is equipped with security software (e.g., antivirus, firewall) that restricts network communication
3. The method of carrying out technical support and the method of contacting the Licensee reporting the problem shall be decided by the Technical Service.
4. The method of carrying out technical support and the method of contacting the Licensee reporting the problem may depend on the technical capabilities.

III. Responsibilities of the Service and range of technical support

1. The Technical Service shall take action as a result of a service request no later than within 2 working days after the complete request referred to in Section IV, paragraph 2.
2. If the Technical Service receives an incomplete report, the Licensee will be informed of this fact and advised on the necessary information required to initiate service actions.
3. The activities of the Technical Service include:
 - a. assistance in the installation of the software (especially if there are problems during installation),
 - b. providing software activation codes electronically,
 - c. assistance in entering activation codes and verification of their correctness,
 - d. assistance in the operation of the software consisting of indicating general functionalities to perform the actions of interest to the Licensee and indicating the availability of functionalities, with the restriction that the Technical Service may direct the client to publicly available information related to the operation of the program such as manuals, FAQs and instructional videos. In the case of complex inquiries regarding the operation of the software, the Technical Service will refer the Licensee to the CAD Projekt K&A Training Department,
 - e. activation of temporary keys,
 - f. correcting the operation of the software,
 - g. verification of the correct operation of the software insofar as the Licensee indicates to what extent the software is potentially malfunctioning,

- h. verification of correctness of hardware configuration in relation to system and hardware requirements of software offered by CAD Projekt K&A,
 - i. accepting, verifying and reporting errors and suggestions provided by the Licensee.
- 4. Technical Service operations do not include:
 - a. making designs or parts of designs,
 - b. drawing 2d or 3d models,
 - c. reworking and conversion of 3d models,
 - d. reworking and repairing files from sources other than CAD Projekt K&A,
 - e. software training,
 - f. computer training,
 - g. computer configuration and repair,
 - h. installation, repair, or configuration of software of production other than CAD Projekt K&A,
 - i. resolving errors in the operating system, third-party software, or hardware problems that cause, directly or indirectly, problems with the operation of CAD Projekt K&A software,
 - j. repairing the operation of outdated software (older than the last distributed version of CAD Projekt K&A production software), unless the repair does not require changes to the program files and support for the software version has not been terminated,
 - k. repairing the operation of outdated software on computer hardware, Windows systems, or hardware drivers whose release date precedes the date of distribution of the software,
 - l. repair of software running on hardware or operating system that does not comply with the system and hardware requirements indicated by the software manufacturer (CAD Projekt K&A).
- 5. Maintenance activities under the one-time technical support indicated in Section I.4 may be limited or not undertaken when their performance is impossible for reasons beyond CAD Projekt K&A's control, and when technical support for a given software version has been terminated.

IV. Responsibilities of the Licensee

- 1. The Licensee, in order to report a problem to the Technical Service, may choose one of three reporting methods:
 - a. via email,
 - b. via the reporting form available at <https://www.en.cadprojekt.com.pl/technical-support/>
 - c. via telephone, provided that CAD Projekt K&A will not guarantee the ability to call the Technical Service. Limitations in the possibility of calling are a direct result of the number of Licensees contacting the Technical Service at the same time.
- 2. Requirements for acceptance of problem reports to the Technical Service:
 - a. in order for the Technical Service to accept a report by the route described in sections IV.1.a and IV.1.b, the Licensee shall be required to send a complete report, i.e. one that contains correct data such as the name of the reporting person, USB dongle designation, telephone number and possible detailed information about the nature of the problems (their description, indication of functions that do not work and, if any, the content of error messages and the circumstances of their occurrence),
 - b. in order to accept a request by the Technical Service, reported through the route described in Section IV.1.c, the Licensee is obliged to connect directly with an employee of the Technical Service by calling the number of the Technical Service indicated in the contact details on <https://www.en.cadprojekt.com.pl/> and possible detailed description to the service technician of the nature of the problems occurring (their description, indication of functions that do not work and, if any, the content of error messages and the circumstances of their occurrence).
- 3. In order to receive technical support, the Licensee shall follow the guidelines of the Technical Service.
- 4. In order to receive activation codes, the Licensee shall send a request via e-mail with the designation of the hardware key for which it holds a Software License.