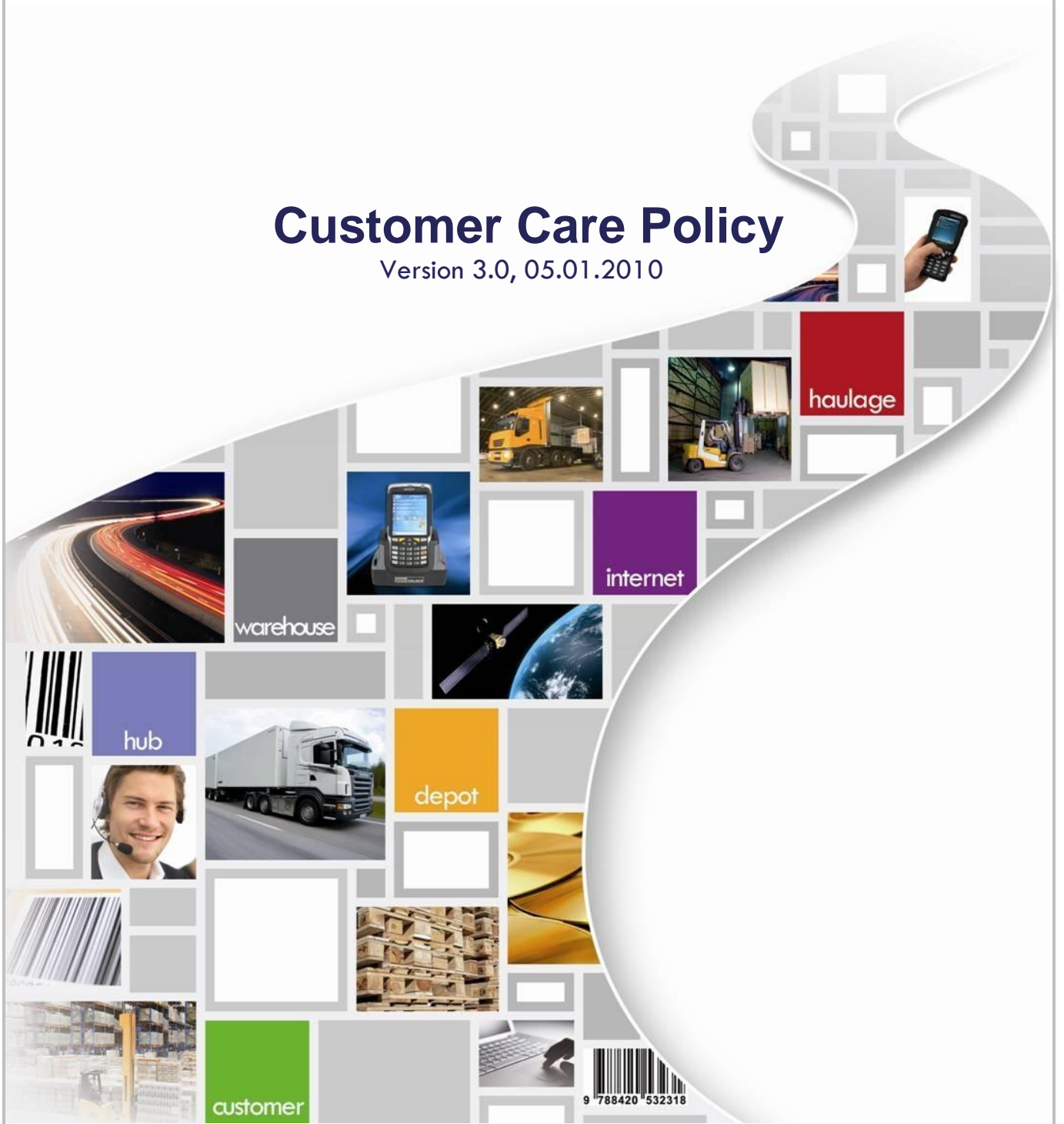




Customer Care Policy

Version 3.0, 05.01.2010





Telephone technical support

The Vigo telephone technical support teams are in the office from 8.30 till 17.30 Monday to Friday (excluding weekends and public holidays), with an emergency support line available until midnight.

The Vigo Support teams may be reached on 01527 551500. Each of our friendly fully trained technicians is based in the UK and has been extensively trained to assist you.

We are happy to discuss 'special' individual support arrangements; this may be done by contacting either our Director responsible for technical support or the Commercial Director.

Our customers are the most important part of our business therefore we take a proactive approach and carefully consider their needs and plan for the future.

All calls and requests are very important to us and are treated so.

Vigo endeavour to close issues/calls in the first phone call however we also prioritise based on urgency and level of impact on the whole operation therefore work critical requests may be dealt with by several teams to ensure resolution as quickly as possible.

The support line 01527 551500 is an inbound call centre with two support teams on duty. In the unlikely event that all of our technicians are engaged you may be asked to call back a little later but if you have phoned in twice and we have not helped you, we call you back as soon as someone is available. (Unfortunately we are unable to call mobile phones).

If you have an issue that is an emergency (which is usually defined as a problem that is stopping your operation), please instruct the person that answers the telephone that this is an emergency situation.

We ask all of our customers to email support@vigosoftware.com with any request for changes to existing programs, new programs or any additional reports. We require as much detail as possible in order to spec out the work properly and to ensure your requirements are met.

Vigo endeavour to operate a maximum response time of 48-hours to all email questions/requests. Please note this does not include support calls or support emails as these will be dealt with as a priority.

At Vigo we appreciate that occasionally there is an overlap between hardware and software issues. Our technicians will help you to identify the cause of the problem and will offer appropriate advice based on our wealth of experience. Although we do not support hardware that was not installed by Vigo, our technical teams will try and point you in the right direction where possible.

In the event that Vigo telephones remain unanswered or have an unavailable tone this may mean that we have suffered a power failure (the possibility of which is extremely rare). If this occurs please email support@vigosoftware.com with as much detail as possible. When power is restored we will make sure that your call is dealt with urgently.



Installations and Training

New installations can be a challenging time for customers; we are aware that although we are installing new management systems to help run your business more effectively, your business still needs to be operational. We have specialist install and implementation procedures that will ensure the transition to your new software solution is as efficient and manageable as possible.

During and after the installation you will have the full support and facilities of Vigo Software. You may call the support line as many times as you feel you need to. A full report of the install and training can be supplied to your Project Manager and Managing Director.

Vigo offer additional half day training session on Vigo systems FOC in our conference rooms located at the Vigo Offices in Bromsgrove. We welcome any suggestions you may have for the content of training programs which can be submitted to support@vigosoftware.com

Crystal Report Support/Training/Questions

Questions relating to a report that Vigo has not written:

If the problem is simple and Vigo can answer it within a phone call of under 5 minutes we will endeavour to assist.

Vigo are not obligated to support any report that has not been 100% written by Vigo Software Ltd. If incoming call volumes are high when a request is made, customers may be asked to call back at a more convenient time.

If the report query cannot be resolved quickly, Vigo will not assist but may suggest a charge for the writing / time spent on the report.

Feedback or complaints

We are of course pleased to receive feedback and quotes for our newsletter.

Vigo are always pleased to receive suggestions on how we may improve our services and welcome your feedback. We ask our customers to submit constructive opinions by email to support@vigosoftware.co.uk

Any complaints are taken very seriously; A Director will investigate thoroughly and respond to a formal email or letter of complaint. The response time of a reply will depend on the nature of the complaint and after a full investigation has been carried out. All directors may be consulted before a reply will be given.

Complaints may be sent to ian.merry@vigosoftware.com or The Managing Director, Vigo Software Ltd, The Old Forge, Tardebigge, Worcestershire, B97 6QL.