

Terms & Conditions: LimeSurvey help desk ticket and user support.

Support for using LimeSurvey is provided in the form of tickets.

A ticket allows to solve one and only one problem. A ticket opens an assistance and support for a maximum duration of one hour. A problem may require more than one hour of support, in which case, each hour started will result in the billing of an additional ticket.

The problem can be solved by e-mail, phone, video conference or direct intervention in Limesurvey instance.

Tickets are managed on the support.sondages.pro website, new support requests can be made directly on the website or via the email address support-en@sondages.pro.

- **Assistance on website or by email:** taken into account within two (2) working days. Management via the website or by email, assistance and advice on how to use Limesurvey to solve a specific problem.
- **Assistance by phone or videoconference:** taken into account within three (3) working days by making an appointment. It is best to be as specific as possible before the call. The meeting can be done by videoconference with Nextcloud-Talk, Jitsi Meet or equivalent or Microsoft-teams tools. Other tools can be considered after study.
- **Intervention:** If the intervention can exceed two (2) tickets, confirmation by email is requested before the intervention. The nature of the interventions is then detailed on the support management system. The interventions are done on the administration part of the existing installation of LimeSurvey. Except in exceptional cases, no manipulation of LimeSurvey's code or server configuration can be part of the ticket system.

Nature of interventions

The nature of interventions and assistance remains within the following framework:

- Configuring LimeSurvey
- Use of LimeSurvey's capabilities to solve a specific problem on a questionnaire: expressions, quota, evaluation...
- Adding JavaScript code to one or more questions or to one of the pages of the questionnaire.
- Modification on the template used for a questionnaire: CSS setting, HTML code, JavaScript.
- Import of data, invitations, management of invitation emails, reminders and error returns.
- Installation of a questionnaire or question theme.
- Installing and configuring an existing extension.
- Notice of feasibility of a need with limesurvey, this type of request may not require the opening of a ticket.

All other types of intervention may lead to an additional offer for development, training or the implementation of a complete project.



Confidentiality

During support, or during an intervention, SondagesPro can access certain information from the company of its client. In particular to certain secret or confidential information concerning the work of its client.

SondagesPro agrees to treat confidential information as confidential and to keep it confidential for the exclusive benefit of its client.

SondagesPro undertakes to access company information only for reasons necessary or useful to the purpose of the contract. SondagesPro undertakes not to disclose any information to third parties without the express consent of its client.

SurveyPro undertakes, except with the prior written consent of its client, not to use for its own benefit, copy, publish or otherwise disclose the Confidential Information, and will not permit third parties to use the Confidential Information for their own benefit or to the detriment of its client.

The following shall not be considered confidential information

- 1 Those that are in the public domain at the time of their communication or subsequently, other than through the fault or negligence of SurveyPro,
- 2 Those that are already known to SondagesPro as a result of its own internal studies and developments,
- 3 Those that have been lawfully received from a third party,
- 4 Those whose use or disclosure has been authorized by its client.

Warranty

Adaptations and corrections are guaranteed 1 week after final receipt. The guarantee does not include software updates, hardware failures, hosting limitations or any other modifications made to the web service.

Limit of liability

SurveyPro's liability is limited to a maximum amount corresponding to the contract price.

SondagesPro is not responsible for any indirect damage, such as loss of market, loss of clientele and, in general, any commercial disturbance, which may result from the developments made.

Cancellation

If the problem cannot be solved by the support: it can be subject to a specific offer. The support ticket is cancelled in case of assistance by message on website or by email only.

Cancellation on the part of SurveysPro implies the refund of payments already made, and cannot go beyond this commitment.

Cancellation by the client is only possible during website or email support at the beginning of the exchange.