



GUS CONNECTOR

SUPPORT FRAMEWORK FOR FREE APP USERS

**Automate and Verify Polish Company Data
in Salesforce with GUS Connector**

[CLORCE.COM/GUS](https://clorce.com/gus)

Support framework for free app users

*As a free Salesforce application, **GUS Connector** provides consultation-based support through direct contact and documentation resources. We are committed to responding to user inquiries and providing guidance, analysis, and recommendations for any issues encountered. However, we do not guarantee immediate resolution or specific timelines for addressing problems. Our support focuses on helping users understand issues and suggesting potential solutions.*

1. Documentation & Self-Service Resources

- Comprehensive User Guide - Step-by-step setup and usage instructions
- Video Tutorials - Visual walkthroughs for key features
- FAQ Section - Common questions and troubleshooting
- Release Notes - Clear communication about updates and new features

2. Communication Approach

Our Commitment:

- We Will Respond - All user inquiries will receive acknowledgment
- Consultation Available - We provide analysis and guidance for reported issues
- No Immediate Resolution Obligation - We do not guarantee instant fixes or specific timelines
- Collaborative Approach - We work with users to understand problems and suggest solutions

Response Framework:

- Acknowledgment: Within 2-3 business days
- Consultation Response: Within 5-7 business days for problem analysis
- Resolution Timeline: No specific commitments - addressed based on severity and resources

3. Technical Support Boundaries

- Bug identification and analysis consultation
- Security updates and patches (at our discretion)
- Compatibility updates for new Salesforce releases (when feasible)
- Troubleshooting consultation via documentation and guidance

4. Support Channels & Expectations

- Primary Channel: Emails with consultation responses
- Response Time: We aim to respond but without binding SLAs
- Consultation Format: Analysis, recommendations, and guidance only

5. Quality Assurance Commitments

- Testing Standards - All releases tested in multiple Salesforce environments
- Data Security - Following Salesforce security best practices
- Performance Standards - App designed to meet Salesforce AppExchange requirements

6. Update & Maintenance Policy

- Regular Updates - Periodic feature updates (no guaranteed schedule)
- Critical Bug Assessment - We'll evaluate and consult on critical issues
- End-of-Life Policy - Reasonable notice before discontinuing support
- Migration Guidance - Consultation for major version changes