LizzyAI – Support Policy

We are committed to providing responsive and reliable support to our customers. This Support Policy outlines the scope, channels, and service levels applicable to our service.

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1. Support Channels
Support requests are handled via email at support@lizzyai.com.

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2. Support Hours
Our support team is available **Monday through Friday, 9:00 AM – 6:00 PM (London time, GMT)**, excluding public holidays.

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3. Support Tiers and Response Times
We offer two levels of support, depending on your subscription:

- **Standard Support** – We aim to provide an **initial response** within **1–3 business days**.
- **Priority Support** – We aim to provide an **initial response** within **1–2 business days**. In case of emergencies, Priority customers may escalate issues through their designated **Account Manager** for expedited handling.

Response times refer to the initial acknowledgment and assessment of the issue. While we will use reasonable efforts to address reported issues, we are not obligated to resolve all issues, and resolution times may vary depending on complexity and severity.

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4. Support Structure
We provide **second-tier and third-tier support** to our customers.

- **Second-tier support** covers technical troubleshooting, configuration issues, and product-related inquiries.
- **Third-tier support** involves advanced technical investigation or engineering-level intervention for complex or system-level issues.

Customers are expected to perform reasonable first-tier troubleshooting (such as verifying account credentials, checking connectivity, or reviewing documentation) before escalating issues to us.

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5. Service Availability
We are committed to providing a reliable and stable service and apply commercially reasonable efforts to meet our availability targets. We target **99.9% uptime** on a monthly basis, excluding scheduled maintenance and factors beyond our reasonable control (such as internet outages, force majeure events, or third-party service disruptions).

In the event of unplanned downtime, we treat the issue as a **showstopper** and prioritize its resolution in accordance with our **Hotfix Policy**. The prompt implementation of a hotfix in accordance with our Hotfix Policy shall constitute your sole and exclusive remedy for any failure to achieve the stated uptime target. No service credits, refunds, or other financial adjustments shall be due in connection with any deviation from such target.

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6. Hotfix Policy
If a **showstopper issue** arises (such as a service downtime or a security incident), we will prioritize the issue and release a **hotfix or corrective update as soon as commercially reasonable** to restore normal service and ensure system integrity.

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7. Feedback and Improvements
We value your feedback. If you have suggestions for improving our support experience, please contact us at support@lizzyai.com.