

SUPPORT POLICY

BLYTZ CASHLESS SRL

last updated on 20.07.2024.

Introduction

This Support Policy outlines the terms and conditions under which Blytz Cashless SRL provides support services to its customers. This policy is complementary to all other agreements and legal documents, including the Privacy Policy, Acceptable Use Policy, Cookie Policy, Lease Agreement, Pricing Structure and Fees, EULA, and Terms of Service.

All the mentioned documents create a legally binding agreement upon use of the products or services of Blytz Cashless SRL - find a comprehensive overview at: www.blytzcashless.com/legal

By accessing or using the Service, you agree to be bound by the terms and conditions of this Agreement. If you do not agree to these terms, do not use the Service.

Support Channels

Blytz Cashless SRL offers support through the following channels:

- **Email:** support@blytzcashless.com
- **Phone:** +39 3711401310

Support is provided on a one-to-one basis.

Support Availability

Support services are available during the following times:

- Weekdays: 9 AM to 5 PM

- Friday, Saturday, and Sunday: 24 hours a day

Response and Resolution Times

Target Response Times

- Email: Up to 4 hours
- Phone: Up to 1 hour

Target Resolution Times

- Standard Issues: Immediately
- Special Cases: Up to 3 days

Support Scope

Blytz Cashless SRL provides support for the following issues:

- Technical Issues: Assistance with any technical problems related to our cashless payment system.
- Billing Inquiries: Clarifications and support regarding billing and payment issues.

Please note that product information is not covered under this support policy. For product information inquiries, please contact a sales representative.

Support Process

To request support, customers should:

1. Email Support: Write an email to support@blytzcashless.com
2. Phone Support: Call +39 3711401310.

When submitting a support request, customers should provide the following information:

- Personal contact information
- Business name
- Operation time and location
- Description of the problem or issue

Confidentiality and Data Protection

The confidentiality and protection of customer data are outlined in our Privacy Policy. Blytz Cashless SRL is committed to maintaining the privacy and security of customer information in accordance with applicable laws and regulations.

Contact Information

For any questions or concerns regarding this document, please contact:

Blytz Cashless SRL (hello@blytzcashless.com)

St. Johannesweg 15,

39050 Völs am Schlern,

Bolzano, Italia.

Acknowledgment

Blytz Cashless SRL reserves the right to update or modify this document at any time. Notification of changes will be provided through official communication channels.

By using Blytz Cashless SRL's products and services, you acknowledge that you have read, understood, and agree to comply with the information laid out in this document.