

Cybozu® ApprovalFlow™ Support service description

■ Summary

Please refer to the “Cybozu® ApprovalFlow™ Service license description” for the contact information of technical support and information about how to send your inquiry.

We accept inquiries in Japanese and English only.

■1 Notes when you get technical support:

We may ask you the following information to provide you prompt and appropriate support:

- Corporation name and department
- Location
- Contact person
- Contact e-mail address
- Phone number
- Customer number
- Usage environment of Cybozu software
- (Version and configurations of the server OS and web server, and version and number of registered user of your Cybozu Product)
- Other related environment information

The above information is necessary to provide technical support. We may not be able to support you if we do not receive this information. Please be forewarned.

Cybozu, Inc. will only use personal information that is given while receiving support.

WE WILL NOT USE YOUR PERSONAL INFORMATION FOR ANY OTHER PURPOSES.

Please refer to the following link for more details about our privacy policy.

<Privacy Policy>

http://cybozu.com/company/privacy_statement/

■2 Support range

<What we support>

- Software operation of Cybozu®ApprovalFlow™.
- Description of functions in Cybozu®ApprovalFlow™.
- Installation procedures for Cybozu®ApprovalFlow™.
- How to set the web server and web browsers to use Cybozu®ApprovalFlow™.

<What we do not support>

The following cases are not supported by the technical support service:

- Announcements regarding new features or changes on upgrade versions.
- Inquiries regarding customization including description method of HTML tag.
- Inquiries regarding the server that hosts the installed Cybozu product(S), and the operating system or other systems.
- Inquiries regarding hardware, such as machines, monitors and printers.
- Inquiries regarding other company’ s products including typical specifications.
- Inquiries regarding the problem that occurs in environments where we do not guarantee proper operation.
- Inquiries regarding system configuration and settings that use Cybozu product(S).
- Inquiries regarding the use in violation of any of the provisions of License Agreement of Cybozu Products.
- Verifications regarding customer’ s assets (including hardware, such as machines, monitors and printers, software and data, etc.) which send by customer.

In addition, the following cases are not necessarily improved or satisfied to the demand.

- A high extent of failure, discarding, drawback.
- Incomplete operation for other company' s products installed in the same computer.
- The occurrence of special costs.
- In addition, if correspondence is difficult.

■3 LIMITATIONS OF WARRANTY

- Cybozu warrants under the section 5 above that the Service will be provided in accordance with the Service Content Explanatory Leaflet, which is supplied by Cybozu, in all material aspects and Cybozu will make efforts, pay due attention, and provide its ability to the extent reasonable in order to resolve problems of the Customers.
- The Customer hereby acknowledges and agrees that the warranty under the section 5 above is the sole and exclusive warranty in connection to the use of the Service, and that any other risk shall be solely borne by the Customer.
- In no event shall the Cybozu be responsible for any loss and/or damages regarding Customer' s assets (including hardware, such as machines, monitors and printers, software and data, etc.) incurred by customer arising from sending Customer' s assets to Cybozu, regardless of whether the attributable to responsibility of Cybozu or not.
- CYBOZU AND SERVICE SUBCONTRACTOR SHALL NOT BE RESPONSIBLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE, INCLUDING BUSINESS LOSS, DAMAGE CAUSED BY SUSPENSION OF BUSINESS, DAMAGE CAUSED BY COMPUTER FAULT OR ANY OTHER COMMERCIAL DAMAGE AND LOSS, IN CONNECTION WITH THE USE OF THE SERVICE, USE OF OTHER SERVICES THROUGH THE SERVICE, DISUSE OF THE SERVICE AND/OR DISUSE OF OTHER SERVICES THROUGH THE SERVICE. MOREOVER, CYBOZU SHALL NOT BE RESPONSIBLE FOR ANY THIRD PARTY CLAIM. ANY INFORMATION OR ADVICE OF CYBOZU, WHICH IS EITHER IN ORAL FORM OR IN WRITING, SHALL NOT BE DEEMED AS PROVISION OF ANY ADDITIONAL WARRANTY AND SHALL NOT EXTEND THE SCOPE OF TERMS AND CONDITIONS OF THE AGREEMENT IN ANY SENSE WHATSOEVER.

IN ADDITION, CYBOZU DOES NOT WARRANT THAT THE SERVICE SATISFIES REQUIREMENTS OF THE CUSTOMER.

The contents of this Service license may change without notice.

▼ For more information, please visit:

<http://cybozu.com/company/admission/>

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Cybozu, Inc.