



Ekovista Stores Support and Maintenance

Free Support:

For the first 30 days following the purchase and completion of your store, you will receive free support for issues related to installation through our Online Support System. To enter requests for assistance open a support ticket at www.ekovista.com/billing.

Additional support is available from the following sources:

Paid Support Covers:

Paid support is used to resolve technical issues that are not related directly to product bugs.

Annual Maintenance Store Support - \$199 per year

Ekovista.com offers Annual Maintenance Support for \$199. This covers continuous store updates and store upgrades to keep you current with the latest storefront version.

Per Incident Store Support - \$99

Ekovista.com offers per-incident support for \$99 USD per incident. An incident is defined as a single support issue that cannot be broken down into subordinate parts. An incident can span multiple communications. Some incidents may result in additional charges if professional services are needed to repair the issue.

End User Store Support - \$49.95 per month

End User support covers all support required to keep your store running. EUS covers ongoing store updates, store upgrades, store maintenance, support issues, user issues and the general running of your store.

Professional Store Services

Ekovista.com offers professional services to help with product installation, upgrade services, supported package installations, recompiling software, and other custom jobs.

Support Links

- * www.ekovista.com/contactus.php
- * Open a support ticket www.ekovista.com/billing

Bug Reports

If you do not want to purchase a support contract and you believe that you have found a bug in the software, you may send an email to support@ekovista.com (making sure that the subject line contains Storefront Bug). Your report needs to contain a detailed description of the problem so that it can be reproduced by the development team. We generally respond to bug reports in 4-6 business days.