



PHEOWL LTD – SUPPORT POLICY

At PHEOWL LTD, we are committed to providing our clients with the highest level of customer support. Our Support Policy outlines the services we offer to assist users with inquiries, troubleshooting, and technical support. This policy is designed to ensure that our clients receive timely and effective assistance with all aspects of our services.

Scope of Support

The support services provided by PHEOWL LTD include, but are not limited to:

- **Architectural Design Support:** Assistance with any design-related queries, including architectural design consultations, revisions, and final deliverables.
- **Production Services Support:** Support for video production, editing, and post-production services. This includes troubleshooting, technical assistance, and feedback on deliverables.
- **Creative and Design Services Support:** Assistance with any questions or issues related to design work, including graphic design, branding, and concept adjustments.
- **Engineering Consulting Support:** Support for clients receiving engineering consulting and planning services, including clarification of design specifications, project timelines, and process explanations.

Support Channels

Support can be accessed through the following channels:

- **Email:** Clients can contact us via email for general inquiries, technical issues, or support requests. Our team will respond within 24 hours.
- **Phone:** For urgent matters or real-time assistance, clients can contact our support team by phone during business hours 9:00 AM to 6:00 PM GMT.

Response Times

Our team is committed to responding to all support requests within a reasonable timeframe:

- **General Inquiries:** We aim to respond to non-urgent inquiries within 48 hours.
- **Technical Support:** For technical issues or queries related to our services, we aim to respond within 24 hours.
- **Urgent Issues:** We prioritize critical issues and will provide a response as quickly as possible, typically within 2 hours during business hours.

Service Hours

Support is available during the following hours:

- **Monday to Wednesday:** 9:00 AM to 6:00 PM GMT
- **Closed on weekends and public holidays:** Our office and support services are closed on weekends and recognized public holidays. We may respond to urgent requests outside business hours based on availability.

Support Response Expectations

While PHEOWL LTD strives to offer high-quality support, it is important to note that support services are subject to the following conditions:

- **Availability:** Support may be unavailable during non-business hours, weekends, or holidays.
- **Complex Issues:** For complex issues that require in-depth analysis or consultation, resolution times may take longer. We will notify clients of any expected delays.
- **Scope of Support:** Our support services cover all aspects of the services outlined in our agreement. However, they do not extend to issues caused by the client's own equipment, software, or external third-party services.

Support Limitations

PHEOWL LTD provides support for the services directly rendered by us. We do not provide ongoing support for:

- Third-party software, hardware, or services not directly provided by PHEOWL LTD.
- Modifications made to designs or services by the client or any third party.
- Issues resulting from user error or misuse of our deliverables.

Feedback and Service Improvement

We value client feedback and encourage users to provide suggestions, comments, or complaints about our services. Feedback can be submitted through any of the support channels. We use feedback to improve our services and support offerings to better meet client needs.

Escalation Procedure

If a user is not satisfied with the initial response or support resolution, they can request to escalate the issue to a higher level of support. The escalation process involves:

- A senior support team member reviewing the issue.
- Providing a final resolution or alternative solutions to the client.
- If needed, a face-to-face consultation or virtual meeting can be arranged to address complex issues.

Contact Information

For all support-related inquiries, please contact us at: support@pheowl.com

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