

Support and Corrections Policy

Provider: Althemia – Sole proprietorship

Trade name: Palks Studio

1. Included Support

Support covers:

- proper operation of the system
- confirmed technical errors
- reproducible anomalies

Support is provided exclusively by email at the address specified in the Provider's contractual documents.

2. Included Corrections

Included corrections are limited to:

- fixes related to the automation engine
 - minor configuration adjustments
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3. Out of Scope

The following are not included:

- errors resulting from data provided by the Client, including non-compliant or incorrectly structured CSV files
- repeated corrections on incorrect files
- requests not initially planned

Such interventions may result in:

- refusal of the request
 - or additional billing after prior approval
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4. Prior Validation

Any major correction is:

- analyzed
- estimated if necessary
- validated by the Client before implementation