CAULDRON

Conditions for Cauldron support services

Valid as of February 1, 2025

The following conditions are given as an indication of the the services Cauldron can provide, and do not form a legal contract.

1. Support prices are as follows, given in Euros before VAT:

    • Up to 25 hours: 300/hour
    • Over 25 hours: 250/hour

    Support contracts must be paid in full before contract commencement.

2. Support hours are flexible, and their use can be determined by the client. They can include technical support, bug fixing and development of the Brightway life cycle assessment framework, courses, and Brightway or project governance.

3. Reasonable time shall be provided to Cauldron to prepare courses, seminars, or any other tasks for which substantial preparation is necessary. Scheduling of any such meetings must be agreed upon by both Cauldron and the client.

4. Cauldron reserves the right to refuse software development work requests - this is not the intention of a support contract.

5. Cauldron guarantees an initial response to questions received via email to *support@cauldron.ch* with one working day outside of holiday periods. Cauldron will notify the client of upcoming holidays at least three weeks in advance, and holiday periods will not exceed eight weeks a year.

6. Cauldron guarantees availability of support personnel for at least two hours on at least two days of each week outside of holiday periods.

7. Cauldron will record support hours in 15-minute increments, and send monthly statements on support hours to the client. Time recording is done exclusively by Cauldron and its employees and is not subject to review by the client.

8. Support hours expire 24 months after the support contract is signed and payment is received; no refund is made for unused support hours at expiration.

9. Both Cauldron and the client can, at any time and for any reason, cancel this support contract with a notice period of 30 days. Upon contract cancellation, the remaining hours are refunded to the client at 80% of their purchased rate.