

ExeWrap

Maintenance & Support Policy

Maintenance and support terms for ExeWrap

Document	Maintenance & Support Policy
Product	ExeWrap
Provider	Apptimate B.V. (Chamber of Commerce no. 89656202)
Version	1.3
Effective date	30 October 2026

1. Maintenance

- Maintenance is renewable annually.
- During an active maintenance or subscription period, updates are included.
- Upon expiry, versions released on or before the end of the maintenance period keep running with full tier functionality (version-gated perpetual); only versions released after that date run in Demo Mode until the subscription is renewed, as described in the Software License Agreement.
- Upon expiry, there is no further right of access to new updates.

2. Support

- Support is provided by email at contact@apptimate.nl.
- Support is available during Dutch business hours.
- Support is provided on a best-effort basis.

Best-effort means that the Licensor makes reasonable efforts to address questions and issues, without guaranteed response or resolution times, unless otherwise agreed in writing.

3. Scope of Support

Support covers assistance with installation, activation, and use of the Software within the documented functionality. Custom development, on-site integration work, and support for third-party software fall outside standard support.

4. Exclusions

- Issues caused by unauthorized modifications to the Software.
- Use outside the documented system requirements or license terms.
- Outdated versions for which the maintenance period has expired.

5. Contact

Support	contact@apptimate.nl
Hours	Dutch business hours