

# ThreeKit Support Policies for Standard Success Plan

## Goal

ThreeKit is fully dedicated to making our customers successful and Customer Support is a key part of that. Please find below the details of our Support Policies.

## How to get ThreeKit support?

If you are looking for information about how to use the system, please visit our forums at <https://forum.clara.io/> In all other situations where technical support is required, the most expedited way to receive support is to log a case at <https://threekit.force.com>. Also, please be sure to provide specific details about the site where you are seeing the problem and detailed information about the specific image, model, configuration, use case, or error that you are seeing. When possible please provide screenshots, walkthroughs, operating system version, internet browser version, or detailed steps to reproduce the issue.

When reporting an issue, please keep in mind our severity guidelines:

**Critical:** Any issue that impairs the ThreeKit application in a way that key business processes which are supported by the application cannot be conducted by any user. Some examples include inability to access the clara.io editor, inability to access a configurator, no orders being reported to your order management system, or all images/models either not displaying or displaying inaccurately.

**Urgent:** Any issue that impacts business critical functionality, but does not impact the entire system. Some examples include attributes not displaying inside configuration unexpectedly, a group of images/models not displaying within configuration, or configuration rules not being respected.

**High:** Any issue that impacts a single feature or piece of functionality, but does not interrupt business critical functions. Some examples include a specific model not displaying as expected within configuration or a specific option within an attribute not displaying in configuration.

**Medium:** Any issue that does not fall into one of the above category. These are typically minor UI issues or how-to questions.

**For Critical cases please log a case with priority “Level 1 - Critical”**

**What do we support?**

Our standard support offering is proud to provide support for our customers' product configurators and the clara.io editor. This includes attributes not displaying appropriately, options not being available within configuration, models/images not being available/loading incorrectly within configuration, or configuration rules/logic not applying as expected. For further areas of support, please see our premier support plans.

**When is support available?**

For non-critical cases the support hours are Monday to Friday from 9am to 6pm Eastern Standard Time (excluding holidays).

For critical cases the support hours are 24 hours a day, 7 days a week.

**What is our response time?**

	Critical	Urgent	High	Medium
Standard Support	4 Hours	2 Business Days	2 Business Days	2 Business Days
Premier Support	2 Hours	4 Business Hours	1 Business Day	2 Business Days

**How about Planned Maintenance?**

ThreeKit may schedule routine maintenance during which time the ThreeKit application could be unavailable.

# ThreeKit Support Policies for Premier Success Plan

## What do we support?

In addition to our standard support offering, we offer support for ThreeKit VR Viewers, 3D CMS, VRay Renderings, Product Tours, AR Viewers, and Endless Aisle configurations. We also provide troubleshooting assistance with eCommerce Integrations, PDF/BOM/Equivalent Generations, ERP Integrations, customized User Interfaces/User Experiences, and Order Management System integrations sourced from a ThreeKit configurator.

## What is our response time?

	Critical	Urgent	High	Medium
Standard Support	4 Hours	2 Business Days	2 Business Days	2 Business Days
Premier Support	2 Hours	4 Business Hours	1 Business Day	2 Business Days



