

# Support Terms

## MailStore Cloud

### Exhibit to MailStore Cloud General Terms and Conditions

#### Version Jan 2025

- (1) MailStore offers a “Standard Update and Support Service” (included in the purchase price).
- (2) Unless otherwise agreed the “Standard Update and Support Service” includes making available new revised program versions or program elements (“Updates“) as well as technical user support via email. Further services (e.g. on-site service, training, installation of Updates) are not offered by MailStore.
- (3) MailStore will notify the Customer about the availability of new Updates on the MailStore website ([www.mailstore.com](http://www.mailstore.com)). The Customer is responsible for Updates that require a local installation on client PCs.
- (4) MailStore only provides Updates and support services for the duration of the respective Cloud Service term.