Support & SLA Options

Last Updated: October 26, 2026

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Introduction

Every Fimble plan includes Basic Support at no additional subscription fee. For businesses with greater support needs, we offer optional SLAs with extended support hours, guaranteed response times, and, depending on the service, access to specialized personnel.

You can choose one or combine several SLA services:

Service	What it covers	Examples
Technical Support	Assistance with using Fimble and investigating technical issues	User questions, technical issues, troubleshooting
Content Management Support	Updates to your platform's content	Banners, product prices, marketing offers
Development Support	New features and changes to existing functionality	Custom features, third-party integrations

Request priority and response times

- **Urgent requests** are technical issues that seriously disrupt business operations, such as a server failure or orders not being received.
- **Non-urgent requests** do not seriously disrupt operations. These include general assistance, training, content updates, and development requests. **Content management and development requests are always treated as non-urgent.**

Response time is not resolution time. It measures how long it takes our team to respond—not how long it takes to resolve an issue or complete the requested work.

Response times are measured during the applicable support hours. Basic Support response times are averages, not guarantees.

All times in this document refer to Athens, Greece, local time.

Basic Support

The table below outlines the support hours and indicative response times included in Basic Support.

Request type	Response time	Support hours
Non-urgent technical, content, and development requests	6–48 working hours	Monday–Friday, 10:00–18:00
Urgent technical requests	4 working hours	Monday–Friday, 09:00–19:00

Available support channels vary depending on your Fimble plan and request type. For details, see the Support Channels section.

Basic Support does not include a guaranteed response time or continuous out-of-hours support.

Optional Service Level Agreements (SLAs)

The following sections outline the available SLA options, including their coverage, commitments, and pricing.

Technical Support SLAs

Premium Technical Support provides broader support hours and response times commitments.

	Non-urgent requests		Urgent requests		
SLA	Response time commitment	Support hours	Response time commitment	Support hours	Monthly fee
Extended	6–48 working hours	Mon–Fri, 09:00–19:00	Within 2 hours	Mon–Fri, 09:00–00:00	**€350 + €9 per store**
Extended + Weekends	6–48 working hours	Mon–Fri, 09:00–19:00	Within 2 hours	Mon–Sun, 09:00–00:00	**€450 + €9 per store**
24/7	6–48 working hours	24/7	Within 1 hour	24/7	**€750 + €19 per store**

Support channels

All tiers include human live chat, AI chat, ticketing, email, and phone, regardless of your Fimble plan; phone support is available Mon–Fri, 10:00–18:00, while out-of-hours support is provided via human online chat within your SLA's support hours.

Engineering support



Extended and Extended + Weekends offer Level 3 support from senior engineers with in-depth Fimble expertise (rather than Level 1 support staff), increasing the likelihood of direct issue resolution.

The 24/7 SLA provides Level 3 support for critical incidents from 09:00 to 00:00 daily, with Level 1 support from 00:00 to 09:00. Level 1 covers initial assessment and troubleshooting; it does not mean a senior engineer is available overnight.

Commitments and activation

Urgent requests receive priority, with SLA accounts prioritized over Basic Support accounts.

If a Technical Support SLA response commitment is missed, the fee for that SLA is refunded for the affected month. This commitment covers response time, not resolution time.

The minimum subscription period is **6 months**.

Allow **2 working days** to activate an Extended or Extended + Weekends SLA. The activation date for a 24/7 SLA is confirmed after the agreement is signed.

Content Management Support SLAs

Premium Content Management Support provides a guaranteed response time and access to an assigned content manager familiar with your platform and content requirements.

Response time commitment	Support hours	Monthly fee
Within 4 working hours	Monday–Friday, 09:00–19:00	**€500 per account, regardless of number of stores**

Support channels

Available channels depend on your Fimble subscription plan (Basic, Advanced, or Professional), as outlined in the Support Channels section.

Commitments and activation

- The response commitment does not include the time needed to complete a content update. Charges for the work itself follow your project agreement.
- If the response commitment is missed, the Content Management Support SLA fee is refunded for the affected month.
- The minimum subscription period is **3 months**. The activation date is confirmed before the agreement is signed.

Development Support SLAs

Premium Development Support provides extended support hours and guaranteed response times.

Response time commitment	Support hours	Monthly fee
Within 30 minutes during working hours	Monday–Friday, 09:00–19:00	**€9,600–€12,300**, depending on engineer seniority

- The package includes **160 development hours per month, plus project management**. Purchased on an hourly basis, those development hours alone would cost **€12,800**, excluding project management and the additional support benefits outlined in the table above.
- Once the service is active, your development requests bypass the standard queue. Work begins within the agreed scope and allocated development capacity, rather than waiting in the general development queue.

Commitments and activation

The response commitment does not guarantee completion within 30 minutes. Delivery times depend on the work required.

If the response commitment is missed, the development charge for the affected day is deducted.

The minimum subscription period is **12 months**. The activation date is confirmed before signing and typically requires **30–90 days** for the engineer to complete existing commitments and hand over other projects.

Support channels

The support channels available to you depend on your Fimble subscription plan (Basic, Advanced, or Professional), as specified in your signed agreement. For an overview of our subscription plans and their features, please visit our Plans & Pricing page.

The table below outlines the available channels for urgent and non-urgent requests. Customers with an active Technical Support SLA have access to all support channels, regardless of their Fimble subscription plan, subject to the applicable support hours.

	Non-urgent requests			Urgent requests		
Channel	Basic	Advanced	Professional	Basic	Advanced	Professional
Human online chat	✓	✓	✓	✓	✓	✓
AI online chat	✓	✓	✓	✓	✓	✓
Ticketing	✓	✓	✓	✓	✓	✓
Email	–	✓	✓	✓	✓	✓
Phone	–	–	✓	✓	✓	✓

Phone support is available Monday–Friday, 10:00–18:00. During covered out-of-hours periods, use live chat to contact technical support.

Monitoring, maintenance, and uptime

- Every Fimble plan includes **24/7 system and security monitoring**, together with security patching. Monitoring does not mean that every plan includes 24/7 access to a support agent.
- Paid Technical Support SLAs include a **99.8% server uptime guarantee**.
- Scheduled maintenance outside the client's business hours, including server restarts for security updates, is excluded from the uptime calculation.
- If average server uptime falls below 99.8% over a 30-day period, the Technical Support SLA fee for the corresponding month is refunded.
- Uptime information is available on our status dashboard.

General terms

Warranty and additional charges

Fimble includes an **operational warranty**: issues caused by a fault in the Fimble system are corrected at no additional cost.

New requests, changes to existing functionality, and assistance with issues caused by users or third parties are billed hourly at the rates specified in your project agreement, unless included in your service package.

Billable work performed outside standard business hours (Monday–Friday, 10:00–18:00) is subject to a **40% surcharge**, unless extended working hours are explicitly included in your applicable service package. In such cases, the surcharge applies only to work performed outside the hours covered by that package.

Hardware faults and issues with third-party systems should be reported to the relevant vendor.

Request coordination for multi-location businesses

For businesses operating multiple locations, all requests should be coordinated and submitted through the business's designated IT department, rather than directly by individual stores.

Planned increases in traffic

Notify your Account Manager **in writing at least 72 hours in advance** of activities that may significantly increase system traffic, such as television advertising or bulk push notifications.

Widespread incidents

If a rare and unforeseen incident affects multiple Fimble installations, recovery is prioritized in this order: higher SLA tiers, installations with in-store components such as POS, then installations with higher order volumes.

Billing and payment

Optional SLAs are invoiced monthly. Payment is due **30 days from the invoice date**. Invoices remaining unpaid more than **60 days** after the invoice date result in service suspension.

Questions

For help choosing an SLA or understanding your coverage, contact your Account Manager.