

RAPIDMOOC – Guarantee and maintenance conditions

The RAPIDMOOC solution includes a warranty regarding hardware parts and labour, maintenance and technical support, as well as access to software upgrades, for the duration provided for in the contract and subject to the conditions set out below.

Warranty

The RAPIDMOOC solution includes a warranty regarding hardware parts and labour for the duration provided for in the contract.

In the event of equipment failure, Inwicast will be the sole judge of the need to replace or repair the defective part. Inwicast's replacement and/or repair times for defective parts or materials will depend on available stock and/or supplier delivery times and/or the complexity of the issue.

Inwicast will provide the customer with equipment equivalent to the defective equipment for the period necessary to repair or replace the customer's equipment.

The following is excluded from the guarantee: damage resulting in particular from an accident, a natural event, negligence, malice, use or technical modifications contrary to our technical regulations, a fault in the electrical network, an intervention carried out on the equipment by the customer or a third party and more generally any damage the origin of which is foreign to the equipment itself.

Technical support and assistance

Technical support is available to handle requests from Monday to Friday from 9am to 5pm (excluding bank holidays).

We recommend that support requests be sent preferably by email to support@rapidmooc.com with a description of the malfunction accompanied if necessary by a screenshot.

For urgent requests, telephone support is available on +33 (0)4 89 83 65 10.

In the event of a "blocking" malfunction, i.e. one that makes it impossible to use all the features of the application, we undertake to intervene within a maximum of 24 hours (excluding weekends and bank holidays).

In the event of a “non-blocking” malfunction, i.e. any malfunction that still enables all or part of the application to be used, we undertake to intervene within a maximum of 48 hours (excluding weekends and bank holidays).

Maintenance

Corrective maintenance is triggered following a malfunction reported in accordance with the conditions described in the "Technical support and assistance" section.

The Inwicast technician creates a report in a ticketing system to manage the incident upon a problem being reported. A diagnosis is then made in order to identify the cause of the malfunction and to provide a solution.

This diagnosis is performed remotely and may require the customer to assist by providing the Inwicast technician with the details necessary for the understanding of the problem encountered.

If the resolution of the malfunction requires the application of a software patch, this will be communicated by email, accompanied by the installation procedure.

To facilitate maintenance operations, it is desirable that remote control of the RAPIDMOOC solution be possible for the Inwicast technician. For remote access, we recommend using the “Teamviewer” solution, which is pre-installed with the RAPIDMOOC studio.

In the event that the issue is not resolved by remote access or the application of a software patch, we undertake to send a technician to the customer’s site as soon as reasonably practicable in order to assess the malfunction and propose the appropriate solution to resolve the problem (including to repair or replace a defective part).

If the technician's visit reveals that the issue relates to a factor specifically excluded from the warranty, as listed above, an invoice will be raised for the technician's visit.

Software upgrades

Software upgrades relate to the provision of improvements and new functionalities as the RAPIDMOOC solution evolves.

In the event of new software version being released, the customer is notified by an email that will also include instructions for the installation of the upgrade. If remote access is available, Inwicast will deal with installing the upgrade.

The frequency of upgrades is not fixed in advance and depends on the development schedule of the RAPIDMOOC solution.