



Post-Delivery Support Terms

1. How to Request Support

Support is requested via a Google Form link provided by AuLy upon delivery. Upon submission, the client receives an automatic confirmation. AuLy responds within 24 hours.

2. What Is Included

The following minor adjustments are covered within the 14-day support period: changes to email copy, adding or adjusting links in the confirmation email, adding or removing a logo from the email, adjustments to Google Sheets such as adding an extra column for status or an additional question in the form, provided no changes to the script or Make automation are required.

3. What Is Not Included

The following is explicitly excluded: new automations, additional features or add-ons, any changes that require modifications to the Apps Script or Make flow, and errors resulting from changes made by the client after delivery.

4. Upgrades

If a support request is effectively a new service or an addition that corresponds to an existing package, it will be billed at the applicable package price or the price difference between packages.

5. Time Limit

The support period is 14 days from the date of delivery confirmation. Requests submitted before day 15 will still be handled by AuLy, even if the response falls after the 14-day period.

6. After the Support Period

After 14 days, all requests without exception are billed at €65,- per hour.