



The Wine Management System ©1996-2011

Technical Support

WMS offers unlimited no-charge usability support via toll call for the first 3 months after installation.

Support after this time is based on two options, either on an hourly basis or \$10/month (1 year subscription required - \$120/year). Should any requests determine that the WMS software is at fault, and then these support charges are waived.

Support Options:

- **Email** - requests to Technical Support support@wms4wine.com
- **FAQs, Tips and Tricks** – on-line solutions to typical usage, www.wms4wine.com/support.html
- **Phone** - contact Technical Support staff during support hours for assistance.
- **Remote Connection** – speak directly with Technical Support using LogMeIn Rescue, our secure web based tool for us to work together with you on your computer. Your permission is required.

Support Charges:

- **Hourly** - \$50 per hour (½ hour minimum \$25).
- **Annual** - \$10 per month (annual subscription of \$120/year required).

For Technical Support:

- Phone: 1-604-802-6358 during our support hours.
- Standard Support hours for **Monday through Friday** (excluding holidays):
 - o 7:00 A.M. to 6:00 P.M. Pacific Standard Time (PST).
- Standard Support hours for **Saturday**:
 - o 9:00 A.M. to 5:00 P.M. Pacific Standard Time (PST).

Provisions:

- Every email/phone call will attempt to be answered within 24 hours.
- Requests for enhancements to WMS are not included in any of the support packages.
- Enhancements to WMS may be requested by email to support@wms4wine.com or fax to The Wine Management System at 1-604-533-6729. The technical department will respond to your request within 7 days with an estimate for the enhancements.