

APPUiO Terms of Use

General

1 **Preamble**

- 1.1 APPUiO is a registered trademark and name of a Platform as a Service (PaaS) software.
- 1.2 It was envisaged and founded by the two companies Puzzle ITC GmbH and VSHN AG in equal partnership and is operated by them both.
- 1.3 These Terms of Use apply in addition to the General Terms and Conditions (AGB) set forth by Puzzle ITC GmbH and VSHN AG.
- 1.4 Puzzle ITC GmbH and VSHN AG are referred to as "APPUiO" below.
- 1.5 The contractual partners of APPUiO are referred to as "Customer" below.
- 1.6 By placing an order with APPUiO, the customer enters into a legally binding contract and accepts the General Terms and Conditions (AGB) of APPUiO.

2 **Prices, billing and payment**

- 2.1 The prices agreed upon by contract apply. Unless otherwise agreed, the prices are quoted in CHF strictly net, excluding value-added tax (VAT). The payment deadline is 10 days from date of statement.
- 2.2 Due to the wide product range and the adaptability of APPUiO to many different requirements, APPUiO is free to make individual agreements with customers.

3 **Service Level Agreement (SLA)**

- 3.1 In the absence of additional supplementary agreements between the customer and APPUiO, the platform is operated without guaranteed availability, without guaranteed accessibility of technical contacts, as well as without guaranteed recovery time.
- 3.2 In the absence of additional agreements the support organisation of APPUiO is only and exclusively reachable via email (support@appuio.ch). No response times can be guaranteed.
- 3.3 Better availability, accessibility and recovery times are available at extra charge.

4 **Frequently asked Questions (FAQ)**

- 4.1 Provided claims against APPUiO could be deduced from the FAQ, these are herewith explicitly excluded. This refers to, for example, availability of the platform or liability for lost profits by the customer. This list is not exhaustive.

These Terms of Use apply from 12 September 2016 onwards and replace all previous publications.