

# Service Level Agreement

Customers are the most important priority for everyone at hktxcn.

Our goal is that all our customers are completely satisfied with our products and all interactions with our team.

## Response Times

When you request support with an hktxcn product we will respond within 24 business hours from the time of your request.

We will do our best to get back to you much sooner, but we are a small company, so we appreciate your patience.

## Business Hours

Our business hours are **Monday through Friday from 9 Am to 6PM** on Shanghai Standard/Daylight Time.

**We are closed on major holiday in china.**

## Support Channels

you can contact our by the following way

Email: [experts@hktx.cn](mailto:experts@hktx.cn)

mobile: +86 18627036693

QQ: 270042455

you can browse our website and search the infomation of our products

<http://confluence.hktx.cn/display/PROD>

you can Leave a message for us by website ,also login my JIRA and submit a issue to us

<http://gears.hktx.cn>

you can sent a email to [experts@hktx.cn](mailto:experts@hktx.cn) , the syste we will create a issue for you and we will track it. If you have not a account, we will create one via your email.

## Support Includes

- Help with installation.
- Help troubleshooting problems with gears-desk add-ons.
- Help identifying work-arounds.

## Support Does Not Include

- Product Training.
- Customers who do not have a valid and current license or active subscription.
- Support related to non Arijea add-ons.
- Support for Confluence/JIRA issues.
- Support for Confluence/JIRA versions that are no longer supported by Atlassian or Arijea add-ons.