

NiceLabel Support Terms

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NiceLabel Support

Services not included in support

NiceLabel offers full and free support for all of our products. Users can submit a support ticket online for technical assistance with troubleshooting, break-fix requests, and other product issues. There are some exclusions to NiceLabel's free support.

NiceLabel support does not include:

1. Any new version or new release of the Software that NiceLabel may issue as a separate or new product, whereby NiceLabel shall, in its sole discretion, determine whether any issuance qualifies as a new version, new release, or Update
2. Software training
3. On-site support or maintenance
4. Support or maintenance of any separately identified third-party programming and configuration which is not being sub-licensed by NiceLabel as part of the Software
5. Support or maintenance of any additional products created, sold and/or licensed by NiceLabel, for which there is no software maintenance agreement
6. Direct changes or modifications to existing custom configurations not created by NiceLabel

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