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Due to the array of users computer hardware configurations, other software installed, or used including drivers, service packs, incorrect permissions, security restriction applied, new releases of operating systems, service packs, damage caused by the system or unauthorized users on the files provided, antivirus software and gateway restrictions, incorrect operation of the software and any other cause affecting the software, may render the software inactive or operate in an unexpected manner. The software has extensively been used with past systems and software and hardware environments and whilst it may have been working correctly previously, we cannot guarantee that any changes made to the environment will allow the software to continue to work.

However, we shall endeavor to provide advice that may help to resolve issues arising.

The majority of all calls we have received in the past are due to 'Permissions' and 'Mapping' and not related to the software. Other calls have included network and hardware failure and migration.

If you require our services to deal with these matters we may need to additionally account for our time in resolving non software issues. We also reserve the right to exchange/replace products with other titles.

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