

End-User License Agreement

Please read this End-User License Agreement ("Agreement") carefully before clicking the "I Agree" button, downloading or using Email Helpdesk for Jira ("Application").

By clicking the "I Agree" button, downloading or using the Application, the Licensee is agreeing to be bound by the terms and conditions of this Agreement.

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The Licensee acknowledges that:

- (a) the Licensor's obligation mentioned above is subject to such limits (as to time spent in relation to an issue and in relation to the Licensee in aggregate) as the Licensor may determine from time to time;
- (b) the Licensor's sole obligation is to make reasonable endeavours to resolve issues raised by the Licensee;
- (c) support is provided by email or ticket only unless expressly agreed in writing between the Licensor and Licensee;
- (d) the Licensor does not warrant or represent that issues raised will be solved by means of the support services; and
- (e) the Licensor will not provide any on-site support under this EULA.

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Limitation of Liability

Licensor is not liable to for:

- (a) any loss of use, data, goodwill, or profits, whether or not foreseeable;
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- (c) any special, incidental, indirect, consequential, or punitive damages whatsoever (even if Licensor has been advised of the possibility of these damages), including those
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 - (z) arising from any other claim arising out of or in connection with your use of or access to the Software.

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This Agreement shall remain in effect until terminated by the Licensee or the Licensor

The Licensor may, in its sole discretion, at any time and for any or no reason, suspend or terminate this Agreement with or without prior notice.

This Agreement will terminate immediately, without prior notice from the Licensor, in the event that the Licensee fails to comply with any provision of this Agreement. The Licensee may also terminate this Agreement by deleting the Application and all copies thereof from any Jira instance.

Upon termination of this Agreement, the Licensee shall cease all use of the Application and delete all copies of the Application from any Jira instance.

Severability

If any provision of this Agreement is held to be unenforceable or invalid, such provision will be changed and interpreted to accomplish the objectives of such provision to the greatest extent possible under applicable law and the remaining provisions will continue in full force and effect.

Amendments to this Agreement

The Licensor reserves the right, at its sole discretion, to modify or replace this Agreement at any time. If a revision is material, we will provide at least 30 days' notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

Data Protection

Email Helpdesk for Jira does not collect or store any personal data.