

Product Technical Support Terms

Date: [Insert Date]

To: [Customer's Name]

[Customer's Address]

Dear [Customer's Name],

Thank you for choosing [Product Name]. We are committed to providing you with the best technical support and service. Below are the terms related to our technical support services:

1. Support Scope

The technical support services cover the following:

- Assistance with installation and configuration.
- Troubleshooting and resolving product issues.
- Guidance on product features and usage.

2. Support Availability

Support is available via:

- Telephone: [Support Phone Number]
- Email: [Support Email]
- Live Chat: [Website for Live Chat]

Support hours: [Insert Support Hours]

3. Response Time

We strive to respond to all support inquiries within [Insert Response Time] during business hours.

4. Limitations

The following issues are not covered under this support:

- Issues arising from unauthorized modifications.
- Third-party products and services.
- Physical damage to the product.

5. Acceptance of Terms

By using our technical support services, you agree to these terms. If you have any questions, please feel free to reach out.

Thank you for your understanding and support.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]