1. Delivery and User Acceptance Testing.

With delivering final backup, SWP-Group can also provide clear database for target version. User is able to identify changes of new standard.

Issues, related to the scope of objects approved by Partner and upgraded by SWP-Group, are to be fixed by SWP-Group with first priority.

Issues, related to the changes of new standard, will be investigated by SWP-Group. All time spent for investigating will be invoiced to Partner additionally.

1.1. Warranty Policy After Delivery

Warranty is distributed on the scope of objects, approved by Partner and upgraded by SWP-Group, and standard functionality of target version of Dynamics NAV.

Warranty period starts from the date the Partner receives database after Upgrade process.

Warranty period after Upgrade and delivery database to the partner side is 6 months (for Upgrade <1200h) or 6-9 months (for Upgrade >1200h).

It means, start of UAT and providing us with issues should be in 6 or 6-9 months term after target database is delivered to Partner.

If Partner schedules UAT for different term, it should be discussed beforehand. Otherwise default conditions are the next:

Partner should start and complete UAT during Warranty period.

Partner can start UAT during Warranty period and complete it after Warranty period expired.

Partner can start UAT after Warranty period expired.

All issues, received during Warranty period, should be considered as bugfixing.

All issues, received after the Warranty period expired, should be considered as change requests.

2. Warranty Policy after Go-Live.

Warranty is distributed on the scope of objects, approved by Partner and upgraded by SWP-Group, and standard functionality of target version of Dynamics NAV.

Warranty period starts from the date the Partner receives database after Go-live process.

Warranty period after Go-live is 6 months.

All issues, received after the Warranty period expired, should be considered as change requests.