



Annual Software Support Subscription

In our fast-paced world, staying ahead of potential issues is essential. The SBS software support subscription provides customers with peace of mind, ensuring you have access to expert assistance whenever you encounter technical challenges. This subscription offers timely updates, bug fixes, and troubleshooting support, minimizing downtime and maximizing productivity. Whether you're a business aiming for seamless QMS operations or an individual seeking to keep your software running smoothly, a support subscription is your safety net—reliable, efficient, and always ready to help.

Customers may purchase a new support subscription online ([Click here to purchase](#)) or contact SBS Sales for more information.

The subscription includes:

- Unlimited, 7 day per week email and phone support
- TEAMS – style troubleshooting and problem resolution
- Guided set-up and installation
- SBS database install and configuration
- Password and user recovery
- Basic introduction to the SBS Database
- Free minor product upgrades

Terms and conditions

- Major product upgrades are excluded. Major product upgrades may be offered at an additional charge.
- Credit card payment is required.
- The support services are automatically renewed each year until cancelled.
- Service shall be terminated if payment is not received within 5 days of due date
- Service may be cancelled upon written notice at least 30 days in advance. No partial or pro-rated refunds shall be provided.
- Applicable taxes not included

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