

Support Policy

Version 2026-10 Published 18 October 2026 Wecheer SA, Lausanne

This Support Policy sets out how Provider supports Client and keeps the Platform available. It applies to all Services, unless the Order Form includes a service level agreement, in which case that agreement applies instead. Capitalized terms not defined here have the meaning given in the GTC.

1. Support Channels and Hours

1.1 Channels. Client reports incidents and requests to its Customer Success Manager and to support@wecheer.io. Each report states the Program concerned, what happened, when, and, where possible, screenshots or examples.

1.2 Hours. Support is available on business days from 09:00 to 18:00 in Client's time zone, as stated in the Order Form, provided by Provider's teams in Asia, Europe and the Americas.

2. Availability Target

Provider targets a monthly availability of 99.5% for the core consumer journey: the ability of Campaign Participants to open the Wecheer application, join a Program, submit a validation (receipt, product image, QR code or link) and redeem an available reward. Scheduled maintenance within the windows of Section 5.3 of the GTC, pauses at the usage or reward ceiling under Sections 10.6 and 10.7 of the GTC, force majeure, failures of third-party channels outside Provider's control (such as WhatsApp, SMS carriers, email providers, reward suppliers and app stores) and suspensions permitted by the Agreement are excluded. This is a target: no service credits apply.

3. Incident Priorities

Client indicates the priority when reporting an incident; Provider may reclassify it in line with the definitions below. Response means acknowledgment and start of qualified work. Resolution means restoring the affected function or providing an acceptable workaround; a permanent fix may follow in a later release. Times run within the support hours of Section 1.2.

PRIORITY	DEFINITION	RESPONSE	RESOLUTION TARGET
P1, critical	Campaign Participants cannot access the Platform, the Platform is blocked as a whole, data is corrupted, or an essential function of a live Program is blocked without workaround.	1 business hour	8 business hours

PRIORITY	DEFINITION	RESPONSE	RESOLUTION TARGET
P2, major	A non-essential function or business process does not work (for example one mechanic or one messaging channel), a workaround may exist.	8 business hours	8 business days
P3, minor	A defect that does not prevent the use of a function, or degraded performance with an acceptable workaround.	1 business day	15 business days
P4, low	A cosmetic issue, question or change request with no impact on a live Program.	2 business days	Next planned release

Provider works on P1 incidents continuously during support hours, and outside support hours with reasonable efforts where staff are available.

4. Maintenance

Planned maintenance takes place in the windows of Section 5.3 of the GTC. Maintenance expected to cause unavailability outside those windows, or for more than one hour, is announced to Client at least 48 hours in advance, except for urgent security fixes, which are announced as soon as practicable.

5. Escalation

LEVEL	CONTACT	WHEN
1	Customer Success Manager	First contact for all incidents and requests.
2	Head of Technology	A P1 not acknowledged within its response time, or no progress update within four hours.
3	Chief Executive Officer	A P1 unresolved after 24 hours, or repeated misses of the targets of this Policy over three months.

Personal data breaches follow the notification process of the Data Processing Agreement (Schedule 4), which prevails for data protection matters.

6. Customer Success

Program design sessions at onboarding and periodic performance reviews are provided as specified in Section 3 of the Order Form. Configuration changes to live Programs are requested through the Customer Success Manager and scheduled according to their priority.

Wecheer SA · avenue Victor-Ruffy 5, 1012 Lausanne, Switzerland · UID / VAT CHE-304.343.601