

# BLITZSUPPORT SERVICE LEVEL AGREEMENT (SLA)

Last updated: February 2026

We are here if you need support for BlitzSupport. We will do our best to help you get started, answer questions, investigate issues, and consider feature requests. In this document, you will find information on our support hours, response times, and how to reach us.

## 1. Support hours

Our support hours are Monday to Friday: 09:00 - 17:00 (CET/CEST), excluding German public holidays (Bavaria).

## 2. Where to get support

You can request support via email at [support@aigonomic.com](mailto:support@aigonomic.com) or through the in-app support channel.

We can handle support requests in English and German.

## 3. Response time

We strive to respond to support requests within 1 business day, during our support hours.

For urgent issues (for example, service unavailability), we aim to respond as soon as possible.

## 4. Holidays

Support is not available on German public holidays (Bavaria).

## 5. Scope

This SLA applies to customers with a valid, paid BlitzSupport subscription. It does not apply to third-party services or integrations that are not under BlitzSupport's direct control.

## Contact Information

Email: [support@aigonomic.com](mailto:support@aigonomic.com)

Company: aiGonomic GmbH, Ghersburgstraße 4I, 83043 Bad Aibling, Germany