SilinX

Support Policy

SilinX LLC · Version 1.0 · Last updated November 12, 2026

How to reach SilinX support, when we are available, and what to expect.

1. How to reach us

- **Email:** support@silinxx.com
- **Website:** the contact form
- **In the app:** the help option in the web and mobile apps

Please include your company name, what you were trying to do, what happened, and a screenshot if you can. That helps us fix it faster.

2. Support hours

Support is available 9:00 to 17:00 Eastern Time, Monday to Friday, excluding US public holidays. Messages sent outside these hours are answered on the next business day.

3. Response targets

Plan	First reply target	Notes
Free trial and Starter	Within one business day	Email and in-app help
Professional	Within one business day	Email and in-app help
Enterprise	Within one business day, handled first	Priority support and guided onboarding

A response target is the time to our first reply, not the time to a fix. We work on the most serious problems first.

4. How we rank a problem

- **Urgent:** the Service is down, or most of your team cannot sign in or record work.
- **High:** an important feature is not working and there is no workaround.

- **Normal:** a feature is not working as expected, but work can continue.
- **Question:** how-to questions, feedback and requests.

5. What support covers

Support covers signing in and account access, billing questions, using the features in your plan, the iPhone and Android apps, and reports of errors in the Service.

Support does not cover custom development, changes to your own devices, networks or third-party systems, on-site work, or data entry on your behalf. Guided onboarding is included with Enterprise plans.

6. Maintenance and incidents

We aim to give at least 48 hours' notice of planned maintenance and to schedule it outside US business hours where we can. If there is a service incident, we notify account administrators by email.

7. Your data

You can export your data from the Service. If you need a full export, ask support and we will arrange it.

8. Changes

We may update this policy. The date at the top shows the latest version. This policy is part of the Terms of Service; if the two conflict, the Terms apply.

9. Contact

SilinX LLC. Email: support@silinxx.com.