



PLEXHUB Support Service Policy

Version 1.5

PLEXHUB uses reasonable commercial endeavours to ensure the service is available during normal UK business hours, where business hours are between 9am and 5pm local UK time, each business day.

Should you find the service unavailable during these hours, we ask you to lodge a Support Request via either the "Contact Us" link on the site or else via email to either of the following addresses:

Query Type	Email Address
General Support	support@plexhub.com
IT Support	admin@plexhub.com

Please include a brief description of your issue and, if you wish to have a call-back, please include a telephone number and one of our support staff will contact you directly, as soon as they can. The email addresses are monitored during normal UK business hours. We aim to reply during the same business day, however we do not guarantee this and our response is on a best-efforts basis.

PLEXHUB reserves the right to change our Support Policy from time to time.