



**Josa Maintenance Policy**  
2 March 2021

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This policy forms part of the Josa Terms and Conditions and shall apply in the event that your site is not functioning properly.

Capitalised terms used in this policy have the same meaning given to them in the Josa Service Terms and Conditions.

**Maintenance Support hours:**

Problems that occur should be reported as possible to [info@josa.co](mailto:info@josa.co) . This email address is monitored between 9am and 5pm, Monday to Friday. Maintenance support, should it be needed, will also be provided between these hours.

**Maintenance support:**

When a problem has been identified and our tech team is able to recreate the issue reported, Josa will begin providing support within 24 hours of Josa's receipt of your email report identifying the problem.

**Compensation:**

If the client is unable to accept bookings by Customers for Clients Services via the site for more than 72 consecutive hours due to the problem with the site, the fees for the corresponding month in which the problem first arose shall be refunded or credited to the client.