



Your Technology Partner

Serif Systems Ltd.
Archbold House,
Albert Road, Morley,
Leeds LS27 8TT

www.serif.net ☎ 0113 238 1590

Company Reg No: 2926218
VAT No: 613 4994 30

Website Support Service Levels

Serif Systems Ltd

Company Registration No. 2926218

Registered 5th May 1994

Registered address:

7 Archbold House, Albert Road, Morley LS27 8TT

Tel: 0113 238 1590 - Email: admin@serif.net - [Support Helpdesk](#)

See below your dedicated team that will provide you with your required level of on-going support.

A) Business Hours

Incident type	Primary Contact	Secondary Contact	Response time
Critical e.g. site down, financially impacting functional error	Support Helpdesk	Office Admin Work: 0113 238 1590 email: admin@serif.net	Immediate Acknowledgement Response within 1 business hour
Non Critical e.g. problem uploading images etc.	Support Helpdesk	Office Admin Work: 0113 238 1590 email: admin@serif.net	Immediate Acknowledgement Response within 2 business hours

B) Non Business Hours

Incident type	Primary Contact	Response time
Critical e.g. site down	Support Helpdesk	Immediate Acknowledgement Response within 1 business hour