

Availability & Support Policy

Availability, maintenance, and support for the Apptimate Academy platform

Document	Availability & Support Policy
Service	Apptimate Academy (online course platform)
Provider	Apptimate B.V. (KvK-nummer 89656202)
Version	1.1
Effective date	30 August 2026

1. Availability

- We make reasonable efforts to offer the Platform with reasonable availability, but do not guarantee uninterrupted availability or any particular uptime percentage.
- For maintenance, updates, or security reasons, the Platform may be temporarily unavailable or limited.
- We aim to perform planned maintenance outside peak times where possible.

2. Course Content and Updates

- Course content may be updated, expanded, or improved from time to time. Your access to a purchased course continues. An update does not materially reduce the scope of a purchased course.
- We do not guarantee that specific lesson content remains unchanged.
- We may add or discontinue courses. We announce discontinuation of a course at least thirty (30) days in advance by email. If a course is discontinued within the minimum term of twenty-four (24) months from your purchase, you are entitled, at your choice, to a pro rata refund or to a replacement course of equal value (see the Terms of Service regarding duration of access).

3. Support

- Support is provided by email at academy@apptimate.nl and through the contact form on the Platform.
- Support is available during Dutch business hours and is included in the price of a course or bundle.
- We respond in principle within two (2) business days; for problems with access or payment we aim for one (1) business day.
- These time limits apply to our first substantive response. We do not guarantee a resolution time: how long a fix takes depends on the nature of the problem.

4. Scope of Support

Support covers assistance with account creation, access, payment, and use of the Platform within the described functionality. Personal tutoring, custom work, or support for third-party software falls outside standard support.

5. Exclusions

- Issues caused by your own device, browser, or internet connection.
- Use contrary to the terms or outside the described functionality.
- Unauthorized attempts to circumvent access control.

6. Contact

- Support: academy@apptimate.nl
- Hours: Dutch business hours