BoldCreate
Service Level Agreement

AI Development Team, Ready-Made by Syncfusion

Support and maintenance for BoldCreate Cloud Agent, Automations, Desktop App, CLI, and Enterprise Server

Last updated November 2026

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At a glance

- *Hosted products update continuously*, and the Desktop App and CLI ship monthly builds
- *Unlimited support tickets* for every active subscription
- *Critical (P1) issues - initial response within 4 business hours*
- *You own your data*, and BoldCreate processes it only to provide the service

Who this covers

- Customers with an *active BoldCreate subscription*
- The *current release and releases from the previous 12 months* of the Desktop App and CLI
- Older releases: best-effort help, and fixes are delivered by upgrading

How to reach us

Channel	Use it for
AI (support.boldcreate.ai)	All issues (primary channel)
Ticket portal (support.boldcreate.ai)	All issues (primary channel) and escalating a P1 issue
Live chat	Quick questions and how-to help
Email	All issues
Phone	Escalating a critical issue
Web meetings	Advanced troubleshooting with our engineers

What's included

- Unlimited tickets
- All major and minor upgrades
- Advanced troubleshooting over web meetings
- Escalation management for critical issues
- Weekend and holiday support for *P1 issues, on request*[1]

[1]Provided on a case-by-case basis.

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Issue priorities

Priority	What it means
P1 — Critical	Production down or unusable for all users; no workaround
P2 — High	A major feature fails or many users are affected; a workaround exists
P3 — Medium / Low	Minor bugs, questions, cosmetic issues, documentation

While we consider the priority you submit, the final determination of issue priority is at the discretion of BoldCreate Support.

Response targets

Priority	First response	Status updates
P1 — Critical	4 business hours	Every business day until resolved
P2 — High	1 business day	Every 2 business days
P3 — Medium / Low	2 business days	As progress is made

Business hours: Monday, 1:00 a.m. to Friday, 11:00 p.m. US Eastern Time.

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Escalation

Feature	Details
Escalate at any time	Yes
Automatic escalation if a target is missed	Yes
Response to an escalation	4 business hours
Escalation path	Support engineer → Support manager → Product engineering lead

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Release cycle

- *Cloud Agent, Automations, and Enterprise Server:* updated continuously as changes are completed
- *Desktop App and CLI:* versioned builds once a month
- *Security fixes:* released as soon as they are ready, outside the regular schedule

Defect fixes

- *Confirmed defects:* fixed in an upcoming release
- *P1 defects:* a hotfix or workaround may be provided before the next release
- *Escalations for fixes:* handled on a case-by-case basis

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Feature requests

- Submit requests through the ticket portal
- Every request is reviewed by the product team
- Accepted requests are scheduled based on demand and fit
- We can't guarantee that a request will be accepted or when it will ship

Availability

BoldCreate hosted services (Cloud Agent, Automations, Enterprise Server, the support portal, sign-in, and licensing) target *99% availability each month*.[2]

Live status: status.boldcreate.ai

[2]Excludes scheduled and emergency maintenance, events outside BoldCreate's reasonable control, customer networks and infrastructure, and use not permitted by the license agreement.

Downtime and maintenance

- *Scheduled maintenance:* no fixed notice period or maintenance window
- *During an outage:* the status page is updated frequently until service is restored
- *Incident reports:* not provided after an outage

Disclaimers

- *Availability target:* we work to meet the 99% target every month. If we fall short, we'll keep you updated on the status page until service is restored. A missed target isn't considered a breach of contract and isn't eligible for a monetary refund.
- *Factors outside our control:* BoldCreate isn't liable for unavailability, degradation, or disruption caused by factors outside its reasonable control. This includes outages or errors at third-party hosting providers (such as AWS, Google Cloud, or Microsoft Azure), public internet routing, and your own networks, hardware, or third-party integrations.
- *As-is basis:* except as explicitly provided in the End User License Agreement, support, maintenance, documentation, workarounds, and hotfixes are provided "as is" and "as available." BoldCreate makes no warranties, express or implied, including merchantability, fitness for a particular purpose, or error-free or uninterrupted operation.

Security and your data

- *You own your data*, and BoldCreate processes it only to provide the service
- BoldCreate *does not access your content*, unless you share files with us to troubleshoot a ticket
- Files you share for support are used only for that ticket and deleted when it closes

What we need from you

- An active subscription and a supported release
- A clear description, priority, and steps to reproduce
- Logs, screenshots, and environment details (BoldCreate product and version, OS, IDE or browser)
- A named contact who is available while a P1 issue is being worked on

Legal

- Support is provided under the BoldCreate End User License Agreement
- Legal indemnification: None
- Terms of use: boldcreate.ai/legal/website-terms-of-use
- Privacy policy: boldcreate.ai/legal/privacy-policy

Contact us

Support: support.boldcreate.ai

Sales and general: boldcreate.ai/company/contact-us

Product: boldcreate.ai