

# **Support Policy**

## **1. Scope of Support**

- Officially sold or distributed plugin products by Black Arts Techs
- Latest version and recent major versions
- Limited to use on supported OS and plugin formats

## **2. Support Method**

- Contact: support@blackartstechs.com
- Response method: primarily by email
- Supported languages: Japanese and English

## **3. Support Includes**

- Guidance for installation and activation
- Basic usage instructions
- Receiving and confirming bug reports
- Information about the latest updates

## **4. Not Covered by Support**

- Compatibility issues with third-party plugins or DAWs (if not reproducible on our side)
- Troubleshooting specific to OS or hardware
- General music production advice or training on DAW usage
- Problems caused by modification or unofficial use

## **5. Response Time**

- Business days: Monday to Friday
- Hours: 10:00–18:00 JST (excluding holidays)
- Typical response time: within 2 business days

## **6. Disclaimer**

- Support will be provided to the extent possible, but operation in all environments is not guaranteed.
- Support responses are for reference only, and the Licensor is not responsible for the results of their use.