



LanSchool Support Policy

LanSchool Technologies places the highest priority on program errors. We have a unique policy in this area:

If we cannot fix a LanSchool program error remotely, we will send a developer anywhere in North America to diagnose and attempt to fix the issue at the customer's site. This will be done at LanSchool's expense.

As far as we are aware, this level of support is unique in this industry. However, we do ask for your assistance. Before we buy a plane ticket for one of our developers, we will try to diagnose and fix the bug in our development lab.

There are diagnostic tools that you can run which can greatly help us do this. In the unlikely event that you discover a crash/bug in our software, a development engineer will be assigned to work with you. You will be asked to run some diagnostic tests to help this engineer figure out the problem.

- The LanSchool Team