

## ProcessMind Support Policy

Effective starting: June 24, 2024

### Introduction

At ProcessMind, we strive to deliver exceptional services that meet your needs and exceed your expectations. We've implemented robust systems designed to minimize disruptions and ensure a smooth experience for our users. However, we understand that sometimes things might not go as planned, and you may need our assistance.

### How to Get Support

If you encounter any issues or have questions about our services, please don't hesitate to reach out to us at [support@processmind.com](mailto:support@processmind.com). Our dedicated support team is here to help you navigate any challenges you might face. While we aim to respond to all queries within 2 working days, our response time may vary depending on the complexity of the issue and the volume of inquiries we are handling. Rest assured, we are committed to providing you with the support you need as quickly as possible.

### Feedback

Your feedback is invaluable to us. It helps us understand your needs better and informs our continuous improvement efforts. If there's something about our services that you think could be improved or if you have suggestions for new features, please share your thoughts with us at [support@processmind.com](mailto:support@processmind.com). While we may not be able to implement every suggestion, we promise to listen and consider each piece of feedback carefully. Your input plays a crucial role in shaping the future of our services, and we appreciate the time you take to share your insights with us.

## **Our Commitment**

We are committed to fostering a positive and productive feedback loop with our users. Your experiences, challenges, and suggestions are central to our mission of continuous improvement. While we cannot promise specific outcomes for every piece of feedback or support request, we assure you that your voice will be heard and valued. Together, we can make ProcessMind even better.

Thank you for choosing ProcessMind. We look forward to serving you and continuously enhancing our services based on your feedback.