



JidouSHA
JidouSHA Service Agreement

JidouSHA Basic

GladkovSoft provides full privacy to clients' data. Even in case of non-payment and other disagreements between the two parties, GladkovSoft will protect the essential information and shall not pass on to any body or entity. Therefore all matter are expected to be solved amicably. Data of clients with unresolved issues will be removed from the servers after certain period of time. GladkovSoft will provide prior notice to client in any case.

JidouSHA is a web-based application and requires web-hosting. Web-hosting service has to be paid monthly or annually in addition to the standard JidouSHA price. Therefore, GladkovSoft offers extremely concessional rate thereof where the client's website can be hosting as well.

GladkovSoft neither provide JidouSHA as desktop application nor upload it to server other than its own. Domain names can be owned and registered by the clients whereas hosting services are provided by the GladkovSoft in order to use JidouSHA. If client selects flexible payment options then GladkovSoft reserves the right to change the owner, technical and billing contact of the related domain.

JidouSHA provides data backup utilities to clients and secondary backup at it servers. GladkovSoft shall not delete any file or table without prior consent of client.

After completion of order, GladkovSoft will provide online tutorials on its website. JidouSHA is easy to use system in 13 languages and supported by fully descriptive user manual on CD and JidouSHA Website. GladkovSoft would offer paid one-to-one training at its office or client's place if formally requested by the client.

JidouSHA Basic client would be offered 2 languages but can be increased on additional charges.

JidouSHA is web-based application that records the full vehicle trading cycle including general accounts, quotations, invoicing, freight calculation, search and report. JidouSHA Basic offers Vehicle Management, Client Management, Web Stock Page, Freight Calculator, and Daily Currency Rate

JidouSHA solely depends on good and stable Internet connection in order to perform fully and timely. In case of connection problems caused by ISP or internal LAN or PC or any other related possibility, GladkovSoft shall not be responsible.

GladkovSoft does not provide “How to Use” support neither by personal visits nor telephonic. Therefore, email are accepted and would be answered if necessary. The response could be delayed due to overload of inquiries.

GladkovSoft has established a special unit for system error and mal-functionalities of JidouSHA (if occurs). Therefore if errors are caused by the Internet or related issues at client's side, the complaint tickets will automatically be discarded. GladkovSoft will try its best to answer all inquiries it will receive

GladkovSoft may provide updates to fix the minor error or system mal-functionalities (if occurs). GladkovSoft's update option is entirely based on user feedback. The update may take a while as update is sensitive issue and needs to be checked thoroughly. GladkovSoft on its part will ensure the maximum stability of JidouSHA

GladkovSoft may offer new versions of JidouSHA in future with more functionalities and versatilities. Therefore, if it satisfies more needs of the client and both the parties, GladkovSoft and the Client, reaches to final settlement, GladkovSoft will take it as new order and will separately invoice.

JidouSHA Basic offer two payment plans: Standard and 12-Installment Plan (Details of Website) GladkovSoft expects clients to pay the recurring charges on / before time. The payment options are fully automated at server side. In case the system does not receive the payment receipt flag, it turn the system off automatically. GladkovSoft will place a surcharge on next invoice as it take extra efforts and resources of the company.

All kinds of data related to JidouSHA Basic will be stored at GladkovSoft Servers at NTT Data Center. Reason is to provide maximum security and stability across the board. It protects clients data and make them secure.

JidouSHA Tutorial may be amended due to updates in currently provided version of JidouSHA. GladkovSoft may not be able to provide you CD of amended tutorial. Therefore, updated tutorial will be available on JidouSHA website for quick reference.

Client may not in general practice will be able to update the pages by itself if JidouSHA and website pages are kept on GladkovSoft's servers. GladkovSoft may charge for updating or modifying the homepage. In case of website hosted on servers selected by the client then one more domain is required to host the JidouSHA. Client needs to pay additionally for additional domain.