CUSTOMER SUPPORT AND PROFESSIONAL SERVICES DISCLAIMERS

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2. On using third-party tools

The guidance we provide with regard to third-party tools is for general information purposes only. If you are unable to resolve the issue using one of our guides or written or oral advice provided by Garrison, please do not hesitate to give us a call using the number on the Support Portal or email us at support@garrison.com. Using a third-party tool is entirely at your risk and Garrison cannot and does not guarantee the security or integrity of the third-party tool or confirm that it will not impact the Garrison product or perform as intended by the Customer.

Information about the third-party tool is provided without recommendation or endorsement. While Garrison endeavour to keep the information correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the third-party tool or contained in the associated guides for any purpose. Any reliance you place on such information is therefore strictly at your own risk. In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from the loss of data or profits arising out of, or in connection with, the use of one of our guides or written or oral advice provided by Garrison.

3. Advice on debugging – Third Party Products

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In relation to third party products, where a bug or performance issue is found to exist outside of the Garrison product, Garrison will use reasonable endeavours to liaise with the vendor of the third-party product(s). However, if we are unable to assist with your query, we advise that you contact the vendor of the third-party product(s) directly for further information.

While Garrison endeavour to keep the information correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the third-party product contained in our guides for any purpose. Any reliance you place on such information is therefore strictly at your own risk. In no event will Garrison be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of one of our guides or written or oral advice provided by Garrison.

The Customer agrees that attempts to debug utilising one of our guides or written or oral advice provided by Garrison is entirely at their own risk and that Garrison will not be held responsible for any resulting damage to software or computer systems and/or any resulting loss of data, even if such loss and damage was reasonably foreseeable and the Customer had been advised of the possibility of the same.

4. How-to guides

The information contained in our how-to guides is for general information purposes only. If you are unable to resolve the issue using one of our guides, please do not hesitate to give us a call using the number on the Support Portal or email us at support@garrison.com.

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