

Technical Support Regulation

1. General Provisions.

1.1. The technical support for users of <http://pumpagroup.ru/>; <http://pumpaedu.ru/>; pumpaedu.com, <http://ortodepo.ru/>; <http://forestadent.ru/>; <http://operatorsdictionary.ru/>; <http://orthotechnology.ru/>, zubshetki.ru, kapy.ru, drgum.ru Internet portals is provided by the PUMPA Educational Center LLC staff under terms of this Regulation.

1.2. The following persons have the right to use the technical support:

1.2.1. Subjects to personal data of PUMPA Educational Center LLC who concluded a Service Agreement.

1.2.2. Subjects to personal data registered and having accounts on sites of PUMPA Educational Center LLC.

1.3. This Regulation specifies the terms for providing technical support to various categories of users, and terms for responses to enquiries.

1.4. The working hours of the technical support are 10:00 to 18:00 Moscow time on working days. The technical support is not guaranteed on non-working hours, week-ends and public holidays.

1.5. The technical support is only guaranteed if the following conditions are met:

1.5.1. User account registration on <http://pumpagroup.ru/>; <http://pumpaedu.ru/>; pumpaedu.com, <http://ortodepo.ru/>; <http://forestadent.ru/>; <http://operatorsdictionary.ru/>; <http://orthotechnology.ru/>, zubshetki.ru, kapy.ru, drgum.ru;

1.5.2. Conclusion of Service Agreement with PUMPA Educational Center LLC.

2. Ways and rules of calls for technical support.

2.1 PUMPA Educational Center LLC provides technical support on requests received by email info@pumpagroup.ru, or by phone +7 (495) 249-17-71.

2.2. The recommended way to contact technical support is to send a request to the e-mail address specified in clause 2.1. of these Regulations.

2.3. Upon application to the Technical Support, the user must specify their name, account ID, and (or) the number of the Agreement concluded with PUMPA Educational Center; otherwise the Technical Support staff has the right to refuse in processing a request.

3. Time of requests processing by the technical support service.

3.1. PUMPA Educational Center LLC considers users requests according to Federal Law No. 152-FZ of July 27, 2006 "On Personal Data".

3.2. The first response to a user's request cannot exceed 24 hours period.

4. Limitation of Technical Support liability.

4.1. PUMPA Educational Center LLC is not responsible for the operation of data transmission channels or hosting provider where the sites <http://pumpagroup.ru/> sites; <http://pumpaedu.ru/>; pumpaedu.com, <http://ortodepo.ru/>; <http://forestadent.ru/>; <http://operatorsdictionary.ru/>; <http://orthotechnology.ru/>, zubshetki.ru, kapy.ru, drgum.ru are hosted;

4.5. PUMPA Educational Center LLC is not responsible for cases when provision of services by the Technical Support is impossible due to user's or third parties fault.

Final provisions

Users' letters and applications to the Technical Support of PUMPA Educational Center LLC should be sent to info@pumpagroup.ru, or submitted by phone +7 (495) 249-17-71.