Service Disruption Terms

To download a copy of these Service Disruption Terms, click here.

Effective date: 29 January 2020

Data Ingestion

Data ingestion usually shouldn't take more than a few minutes, but can be delayed significantly or be incomplete.

API Integrations

Stormly provides components and API-endpoints such as deployments, Insights, Plugins and a reporting API that can be integrated with Clients' own product. Client needs to make sure to handle all the errors because things will fail at some point; we will not be responsible for problems caused by this. Specifically, but not limited to:

1. Deployments:
    a. Deployments may automatically update and re-deploy when new data is available. Anything can go wrong during a re-deploy, there are no guarantees they will always be 100% available and working.
    b. Deployment may give incorrect results (e.g. 'blue jeans' instead of something that might be more accurate).
    c. Not handling errors from any API end-points will result in a malfunction of your app or website. Always be sure to handle any potential API errors, from not being able to connect to deployment API end-point at all to handling HTTP error codes, or just simply invalid results.
    d. We are not responsible for any malfunction, loss in performance or generally negative impact on your product/business due to integrating deployments or any other API end-points.
2. Plugins and Insights API:
    a. Plugin code may be updated by a third-party and breaking compatibility with your data, or resulting in failed or incorrect deployment API results. Stormly will not be responsible for incorrect results or failing API end-points.
3. Tracking end-point and libraries:
    a. When you integrate Stormly with your product through any of the tracking libraries, you may experience errors. Handling any potential errors is usually handled by these tracking libraries, but when you use tracking API end-points directly you need to handle any problems that arise, such as connection problems.

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