



In control.

VASP

Annual Software Updates Subscription terms & conditions





1. Eligibility criteria

You must meet the following eligibility criteria to purchase or renew the Annual Software Updates Subscription for the VDH VASP software:

- a. Must have a current VASP Software License Certificate for the product you are purchasing a subscription for.
- b. Must be not more than 15 months since you purchased a software license for the related product [OR] must be not more than 3 months since your previous Software Updates Subscription has expired.

2. Subscription Benefits

- a. Software Updates subscription covers 1 year of both major and minor product releases including new features, enhancements, and any bug fixes during the subscription period.
- b. Software Updates Subscription helps you stay up-to-date with the latest releases and patches for the product, which may include bug fixes, feature enhancements and new features.
- c. Software updates ensure that you are running the most stable version of the software with fixes for some of the known problems with the software.
- d. Technology Platform vendors, such as Microsoft and Java, constantly release new patches and service packs that address known problems. Updating your Platform environment may sometimes require updating to new releases of some of the software written for these platforms in order for the software to function optimally and remain stable. Software Updates Subscription help you to constantly get notified of such releases.
- e. By purchasing Software Updates Subscription VDH Products offers you online technical customer support service. [phone, email, online]
- f. By purchasing Software Updates Subscription, you will be in our priority list of customers with whom we constantly keep in touch with and all your feedback and feature requests receive special attention.



3. Terms and Conditions

Definitions

"Software" is VDH VASP Software for which Licensee has purchased the License from VDH Products and/or an authorized VDH reseller.

"Software Update" means a new updated version of the licensed software.

- a. VDH Products may provide, from time to time, software product updates and upgrade versions of the licensed VDH VASP Software.
- b. A "Software Updates Subscription" entitles the licensee to receive new versions of the licensed software, both minor and major version releases, released during the term of subscription.
- c. The term of subscription shall be for twelve months from the date of purchase of the subscription. The term of a subscription always starts on the date of purchase of the subscription.
- d. Licensee may only purchase Subscription at the time of purchase of the VASP Software or at the time of renewal of the subscription. Licensee will not be eligible to purchase subscription for the licensed software at any other time.
- e. Prior to expiry of the subscription, VDH Products will notify licensee on the subscription coming up for renewal. Licensee may renew the subscription for a further period of twelve months within 30 days upon expiry of the subscription term. The subscription renewal pricing will be based on the prevailing software list price of VDH Products.
- f. If the Licensee's subscription has expired, the licensee will not be eligible to receive any software updates released during the subscription term.
- g. If the Licensee's subscription has expired, the licensee will not be eligible to receive any online technical customer support service free of charge. [phone, email, online]
Should support be desirable than costs will be calculated for which will be billed per hour at a rate of euro 125,00.
- h. Licensee may use each Software Update release solely to replace a previous version of the licensed Software only.
- i. Licensee may only use Software Updates up to the number of licenses of the Licensed Software for which Licensee has purchased Subscription under these Subscription terms and conditions.
- j. All Software Updates will be installed by VDH Products only and will be made through an internet connection.
- k. When Software Updates are available, VDH Products will send email notification to the email address of the contact person[s] stated at the time of subscription purchase.



In control.

- l. The Subscription does not entitle the licensee to any newly developed add-on software or modules for the licensed software for which there may be a separate license or fee.
- m. Software updates provided under this agreement are for the use of Licensee only.
- n. If the 15-month period [1.b] has expired or no license fees have been paid, the Software Updates subscription will expire. A new VASP certificate can be issued in consultation with VDH Products. Price of a new VASP certificate is equal to the price of the complete VASP software package and is based on the current price list of VDH Products.
- o. Software updates will be developed and released by VDH Products in its sole discretion. VDH Products does not warrant or represent that they will develop or release any software updates or upgrades during the term of the Annual Software Updates Subscription.
- p. VDH Products does not warrant that the software updates will be provided to licensee or made available within any specified time period following the commercial release of software.
- q. VDH Products does not warrant that email notifications on new updates will be sent within any specified time period following any minor or major version release.
- r. VDH Products shall not be responsible for non-delivery of email notifications on new updates sent to the contact email address for any reason whatsoever.