

# StorageCraft Technology Corporation

## Software Maintenance Program

### Program Description

Annual maintenance is available for all StorageCraft Technology software products. Maintenance provides StorageCraft Technology customers with free major and minor upgrades to their software, enhanced technical support and substantial cost savings.

### Program Benefits

- Free updates and upgrades during the maintenance period, including all major and minor upgrades.
- Cost savings – save more than 50% versus purchasing upgrades.
- Streamline budgeting – makes budgeting for software predictable and at the greatest savings.
- Free technical support (excludes consulting) - support is provided by phone or e-mail.
- Renewals – Can be renewed annual.
- Always have the latest version of the software available.

### Program costs

Annual maintenance may be purchased for 20% of the-then-current list price of the software.

### How to Buy Software Maintenance

Purchasing Maintenance is easy. Simply ask your StorageCraft Technology Reseller to quote you a price for maintenance with your software order. If you need additional information or help purchasing maintenance, contact StorageCraft Technology sales at (801) 545-4711.

### Program Terms and Conditions

Renewal: The Agreement renews automatically on the renewal date unless the Agreement has been previously cancelled. A renewal form will be sent in conjunction with the automatic renewal to the contact provided at the time maintenance was purchased. If a response is not received within 30 days, the Agreement will be canceled. Renewal fees will be calculated based on the software list price at the time of renewal.

Cancellation: The Agreement can be cancelled at any time by writing, e-mailing or faxing StorageCraft Technology. In case of cancellation, StorageCraft Technology will not pro-rate or issue any refunds for any unused time on this agreement. There is no grace period in the event of cancellation.

### Contacting StorageCraft Technology

You can contact StorageCraft Technology regarding maintenance purchase or cancellation by any of the following means:

Telephone: +1 801-545-4711  
Fax: (801) +1 801-545-4705  
Email: sales@storagecraft.com