

Service Contract for RFEM 6

For the program family RFEM 6, the following service contract levels are available:

RFEM 6 Service Contract Basic

- Maintenance of the current RFEM 6 version.
- Automatic access to updates (program enhancements, bug fixes, minor program changes) for all programs of the program family for which the service contract was negotiated (download possible via "My Account").
- Priority email tech support.

Prices per year (USD):	First license main program	⇒	\$900.00
	Each add. license main program	⇒	\$450.00
	First license for each add-on	⇒	\$110.00
	Each additional license add-on	⇒	\$60.00

RFEM 6 Service Contract Pro

Includes all Service Contract Basic benefits in addition to the following:

- Priority phone tech support including a prompt callback when necessary.
- Priority online screen-sharing tech support coordinated by a Dlubal engineer.

Prices per year (USD):	First license main program	⇒	\$1,340.00
	Each add. license main program	⇒	\$670.00
	First license for each add-on	⇒	\$170.00
	Each additional license add-on	⇒	\$80.00

It is necessary to purchase separate service contracts for the program families RFEM 6, RSTAB 9, RSECTION 1 and RX-TIMBER as well as RWIND. If you have established office locations in other countries and will utilize license sharing, separate service contracts are mandatory for each country.

Basis for the Calculation:

Service contracts can only be concluded for the total number of licenses of the main programs (RFEM, RSTAB, RSECTION, RWIND, RX-TIMBER program family) and the stand-alone programs. If additional licenses of the main or stand-alone programs for which a service contract already exists are purchased later, another service contract similar to the existing one shall be deemed to be automatically concluded for the additional licenses.

Calculation Period:

The calculation period for a service contract is a full year, starting with the day when the contract is concluded. Service contracts that are concluded later for additional licenses are charged on a pro rata basis for the remaining period until the subsequent service fees of the first license fall due.

Contract Amendments:

Modifications to the contract are always possible. Necessary cost adjustments are made on the next due date.

Price Adjustments:

Dlubal Software Inc. reserves the right to make any necessary price adjustments.

Termination of Contract:

The service contract can be terminated by either party until one month before the expiry of the contract period without giving reasons. Otherwise, the contract shall be extended automatically by one year. The minimum contract period is one year.

Additional Provision:

The contractual services refer to the current RFEM version.

Partial Invalidity:

If individual provisions of this agreement become wholly or partly invalid or inapplicable, this shall not affect the validity of the remaining provisions. It is hereby agreed that the ineffective clause shall be replaced by such valid provision which is fair to both parties and which comes as close as possible to the economic purpose of the ineffective provision.

Please note that we save the data required for processing business transactions.



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