Hydratec Sales and Support Polices

Here is some general information on how we do things. This list is not intended to be comprehensive and complete, nor is it intended to replace our license agreement. Please feel free to contact Hydratec, Inc. with any questions.

1. What you are buying from Hydratec is a license to use the software ordered. You are not buying any rights to transfer, resell, modify, or otherwise alter the software as described in our license agreement. No software will be delivered without a signed license agreement on file for the company.

2. If you have a hardware lock, that is your proof of license and should be guarded with care. There will be a fee charged to replace any lost hardware locks.

3. An initial software system comes with free support for a period of ninety days from the date that the software was shipped. Free support is not given for additional Hydratec purchases.

4. Hydratec's support plan solely covers assistance with using Hydratec products. Hydratec will not "train over the phone" and may at their discretion refuse further support and insist that the customer get formal training.

5. Hydratec software has certain hardware requirements. The customer is responsible for meeting these requirements. A current, required hardware list is posted on the Hydratec website for the software in question.

6. Hydratec software will be shipped electronically, within a few days of return of signed order form and license agreement and reception of payment.

7. For a refund on perpetual products or annual subscriptions, you must initiate the return **within 30 days** of the purchase or renewal date.

8. Duties, Taxes and Tariffs are the responsibility of the Customer.

9. Electronic instruction manuals which include tutorials, as well as an extensive on-line help system and Knowledge Base are supplied. Helpful information, such our support blog and newsletter and are available via our website. The customer is encouraged to explore these immediate avenues for answers to their questions before calling.

10. *For subscription products:*

    These updates and support for the term of those products. The terms in paragraph 11, below, do not apply to subscriptions.

11. *For perpetual products (available only in North America):*

    We offer two software maintenance options. The Update plan covers updates for the software purchased. The Support plan covers support incidents. Both options may be taken together, but the Support plan cannot be taken without the Updates plan. If no option is taken, then all support incidents are billable and software updates are available for purchase on an as-needed basis.

    If not on an update plan, any future license purchases will be of the same version as the original license unless an upgrade is purchased, at an additional fee, quoted upon request.

    Customers that have multiple offices must designate the primary office location. All support calls and requests for updates must come from that office. Additional offices can be covered for an additional fee.

    The chosen maintenance option is in force until Hydratec is notified to the contrary by the customer. Customers will be liable for past-due amounts until the end of the month of notification. An email on company letterhead stating the change is sufficient for this purpose.

    The maintenance plan is for the operating system for which the software was originally intended. In the event of a new or substantially updated operating system, a cross-platform fee may be levied.

12. The above plans do not cover hardware, nor updates to any third-party product, such as Autodesk products.

13. Hydratec updates are downloaded from our website. Subscription and Update customers can apply for download access from that website. Customers may sign up for our electronic newsletter notifying them of such updates. These

actions are the Customer's responsibility.

14. Hydratec will, from time to time, choose to stop producing updates for a particular AutoCAD version. Hydratec also may choose to stop producing updates for a particular operating system, i.e., older versions of Windows.

15. Hydratec will, from time to time, choose to stop supporting certain Hydratec products. We will support such 'legacy' products for at least one year after their replacements have been made available.

16. Support requests may be made via email, web form or telephone. When calling for support it is helpful to ask for support for the product that you have the question on (i.e., Hydraulics, Stocklisting, HydraCAD, Revit, etc.).

17. Hydratec maintenance plans do not cover the customization of any part of AutoCAD or any other third-party products, nor do they cover the customization of HydraCAD menus or commands.

18. Training is available onsite via online training. Visit our website at HydratecInc.com for training dates.

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