SIDRA SOLUTIONS

SIDRASOLUTIONS.COM

Terms

Table of Contents

Last Revised: 23 Aug 2022

Sales Terms

Payment Terms

All Invoices/Quotes are **valid for 30 days** from the date the invoice/quote was issued, or until COVER expiry date, whichever is sooner.

We only accept **payment in advance**:

- before your software licence details are sent to you,
- before your COVER is renewed or
- before a delegates position in a SIDRA online training program can be confirmed.

Currency

All payments must be **made in AUSTRALIAN DOLLARS (AUD).** Upon application, payment in US Dollars may be acceptable for US Government agencies only.

Remittance Advice

Please email your Remittance Advice to sales@sidrasolutions.com

Refunds

Akcelik and Associates Pty Ltd does not issue refunds except as required under applicable law. Please contact us to discuss any related issues that may arise.

Software and COVER

Please choose the software product and licence type carefully. We do not give refunds if you simply change your mind or make a wrong decision.

Training

Another delegate may be substituted for the same online training Module or Program free of charge. Transfer between Modules or Programs is not allowed unless another delegate is substituted and there is a position available. **Please contact us about delegate substitution in advance.**

SIDRA Resellers

SIDRA Resellers must NOT charge the Customer (End User) above the prices listed in the SIDRA Store.

SIDRA Resellers may charge a service fee to the Customer (End User) if acceptable by the Customer (End User). This service fee must not be added to the list prices shown in the SIDRA Store but must be quoted separately to the Customer (End User).

Pricing and Currency

All Prices listed on our website are in AUSTRALIAN DOLLARS (AUD) and are subject to change. If you are making the payment from outside of Australia, you may wish to use this Currency Converter as an approximate guide only, to see how much the AUD amount will be converted back to. The conversion is made using mid-market rates.

Prices listed on our website are ex-GST (GST applies to Australian Customers only).

Payment in US Dollars may be acceptable upon application for US Government agencies only. A service fee will be applicable. Please contact our sales office to find out if you are eligible.

Software Trial

A TEMPORARY EVALUATION LICENCE will be issued to allow you to evaluate SIDRA Software for the purpose of purchasing only. It is strictly prohibited to use this licence for any income-generating project or any similar activity. The licence period is 14 days from the date that the licence is issued. The licence will be issued only once.

Terms for 1PC, SINGLE or ENTERPRISE Licences

Global use

1PC, SINGLE or ENTERPRISE Licences can only be used in the country to which the licence was purchased. In the case of multi-national organisations, purchase of additional licences or a special agreement is required for use of the Software in additional countries where the Licensee's organisation has offices.

Lifespan of a 1PC, SINGLE or ENTERPRISE licence

A 1PC, SINGLE or ENTERPRISE licence continues in perpetuity. However, Old Version 1PC, SINGLE or ENTERPRISE Licences are not supported.

Read: Terms for COVER

Future Changes to your Licences

As we no longer selling ENTERPRISE licences, if you want to make changes to your ENTERPRISE licence, you will be offered a conversion to the new FLOATING Licence.

We suggest that you discuss your licence needs with our Sales Office

Terms for FLOATING Licences

Global use

The new FLOATING Licence can be used at any office of your organisation, anywhere in the world. Global licence restrictions do not apply for this licence type.

Lifespan of a FLOATING licence

A FLOATING licence will work for the Current and Previous Versions only. Old Version FLOATING Licences will cease to function.

Accordingly, we have defined Versions of our software as follows:

- **Current Version** – Latest released version of the software.
- **Previous Version** – The version Previous to the Current version.
- **Old Version** – Any version older than the Previous Version.

Terms for COVER

COVER Conditions

The following conditions apply to provision of support services for SIDRA SOLUTIONS software and free upgrades to major versions of the software:

- COVER subscription and COVER renewal are available for the Current Version only (therefore "valid COVER" is associated with the Current Version only).
- A COVER subscription fee is charged per software licence product purchased. This fee is included in the licence purchase price.
- The COVER renewal period is 12 months.
- Unless different arrangements are made during purchase, a 12-month COVER period begins from the purchase date of the licence product.
- Renewal dates are calculated as follows -
  - from the expiry date of the current COVER, in the case of COVER renewal before Expiry, or
  - from the COVER renewal date in the case of COVER renewal after expiry.
- A licence holder with valid COVER at time of a new major version release of the Software will be given a free upgrade.
- Technical and licensing support services will be provided for the Current Version of the software product under valid COVER only.
- There are no upgrades or downgrades, and no related refunds, for COVER.

Type of Support

COVER benefits include the following support types:

- Free licensing and sales support.
- A reasonable amount of technical support limited to making the software product operate on the Licensee's computer system provided the Licensee's computer system is compatible with the Software as specified under the SYSTEM REQUIREMENTS and is operating in accordance with its specifications.
- A reasonable amount of support towards the analysis of results produced by the software product.
- Investigation of example files that fail to run or produce unexpected results.
- Investigation of software processing errors.

Version Status

An essential part of the licence management for SIDRA SOLUTIONS software products is the version status.

We have defined Versions of our software as follows:

- **Current Version** – Latest released version of the software.
- **Previous Version** – The version Previous to the Current version.
- **Old Version** – Any version older than the Previous Version.

The three version status levels will determine if COVER is available, the type of Support and the type of Support Fees. These are listed in the table below.

Table: Version Status

Version Status	COVER Availability	Support Status	Support Fee
Current Version	Yes	Full	Free with Valid COVER
Previous Version	NA	Case based	Case based
Old Version	NA	NA	NA

Visit our Store to view the Current Versions of our software.

Support Status and Support Fee

Full support is given to the Current Version of our software only. If you have valid COVER, this support is free.

We only provide provisional support for the Previous Version of our software and a support fee may be charged. This determination is made on a case-by-case basis.

We do not support Old Versions of our software.

Version Status changes at time of a major new release

Licences with valid COVER at the time of the release of a new major version will be replaced with a free upgrade licence to the Current Version with the following consequences:

- COVER renewal is available for the Current Version only (therefore "valid COVER" becomes associated with the Current Version only), and
- for Previous and Old Version licences, purchase of a new licence is needed.

Free Upgrade at time of a major new release

Customers with valid COVER at time of a major software release will be given a free upgrade to the new version. If you have been issued a SIDRA INTERSECTION free upgrade, a new Licence ID number for the new product will be included and is viewable in your STORE ACCOUNT.

FLOATING Licences

You can keep using the same log in credentials to request a FLOATING Licence Seat in the new major version software. The new major version (i.e. the Current Version) and the Previous Version Software will share the Licence Seats in your FLOATING Licence.

Terms for SIDRA API

Terms of Use

We provide the SIDRA INTERSECTION API to allow development of programs that link to our software for use under the SIDRA SOLUTIONS software licence agreement.

Our provision of access to the SIDRA INTERSECTION API is a non-exclusive, limited right to access and use the API, and it does not create or imply any partnership, agency, or joint venture. The API is provided as is without any warranties, expressed or implied. In using the SIDRA INTERSECTION API, you agree to indemnify and hold us harmless from any losses that may result from third-party claims that relate to your use of the API.

Updating your API program

The SIDRA INTERSECTION API is updated for each major version of the software. Accordingly, you will need to update your API program to provide a link to the latest version of SIDRA INTERSECTION.