

Paragon Software Group Upgrade Assurance Policy

Product Update

Updates provide important fixes to Paragon products that could affect you. By updating, you insure yourself of running the latest version of the software with all of the latest fixes. Product Updates are released regularly and they are cumulative, so you only need to install the latest update to benefit from all the available fixes.

Product Upgrade

Upgrade means new versions of Paragon products that contain major enhancements, new features or significantly improved functionality, thus we are committed to further development of our software. However Paragon Software Group does not assume any obligations concerning any dates of new version releases. Upgrades are signified by a major version number change. For example, a major upgrade from version 8.0 would be 9.0. If a new version of the software you purchased is released within 30 days (60 days for corporate versions) you can get a free upgrade in accordance with our Complimentary support program.

Product Upgrade Assurance

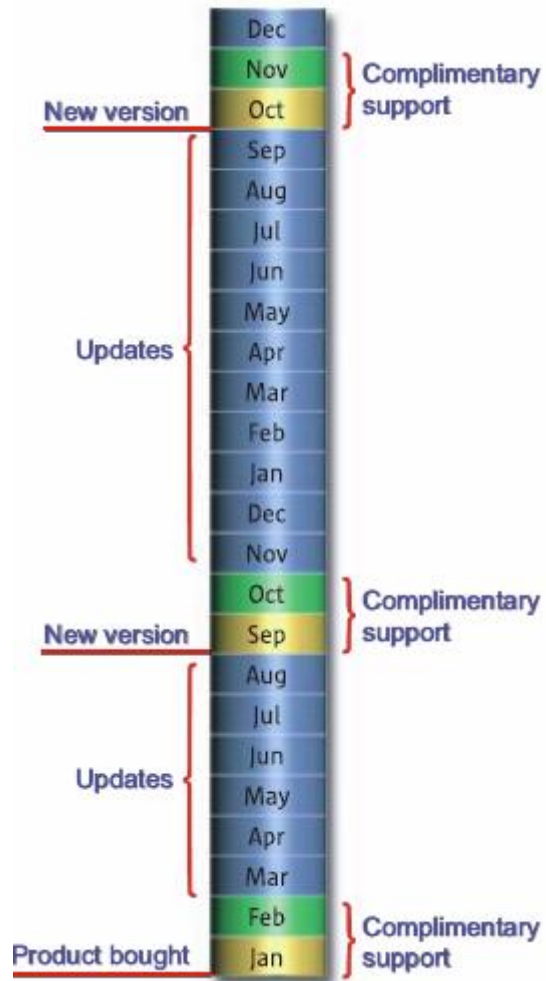
By purchasing Product Upgrade Assurance for a Paragon product, the customer ensures that their software is always kept up-to-date with the latest version of the software - without having to worry about any extra upgrade costs. Paragon's software continues to be developed and improved in response to customer needs and new technological advances, to ensure the best software is being provided. It is in the best interest of the customer to take advantage of these developments in the most cost-effective way.

During the term covered by Product Upgrade Assurance, customers are entitled to receive all generally-released new versions of their Paragon software title(s), including both interim and major releases, changes, service packs and patches for the product. In other words you can always download updates and upgrades for free, as long as your Product Upgrade Assurance coverage is active.

The Paragon Product Upgrade Assurance can be bought for one or two year periods.

The Complimentary Support program will be automatically renewed from the date you upgrade to the new version of the product. For license subscriptions the Complimentary Support is legal during terms of validity of subscriptions.

Client has bought Paragon Drive Backup 8.51 Server Edition including its 1-year Upgrade Assurance on January 1, 2008 for USD 499 + 119,95. He reserves the right to upgrade to as many versions of Drive Backup Server Edition as it will be released till December 31, 2008. Plus to this, the client receives an additional two months of the Complimentary Support starting from the date of upgrading.



You can buy Product Upgrade Assurance for one or for two years when ordering your software solution. In case you for some reason decided to buy Product Upgrade Assurance later you should take into account that you can do it only within 1 (one) month after product purchase. For this purpose you should contact us at sales@paragon-software.com indicating which software you purchased (professional, server, enterprise) and which term of Upgrade Assurance you need.

Summarizing all above, purchasing Upgrade Assurance with your solution, you receive:

1. Right to update your software within the term of your Upgrade Assurance program;
2. Complimentary support for the new version of the software for two months;
3. Right to upgrade any time it is available within the term of your Upgrade Assurance program;

To discuss the possibility to obtain the Product Upgrade Assurance option for other types of licenses or products please contact us at sales@paragon-software.com.