

SOFTWARE SUPPORT AND MAINTENANCE POLICY (PC-DOCTOR FACTORY EXPRESS)

This Software Support and Maintenance Policy describes the software maintenance and support services (Maintenance and Support) for licensed Factory Express Software (Software).

The purchase of the Software license entitles the purchaser to one year of email support and any product updates that PC-Doctor, Inc. makes commercially available during that period. PC-Doctor, Inc. does not guarantee that any product updates will be released during that period or at any other time. Maintenance and Support shall commence on the date of purchase and continue for one year.

Additional Maintenance and Support may be purchased in one year increments at the then published fees by PC-Doctor, Inc. Fees must be paid in advance. If you elect to purchase additional Maintenance and Support, Maintenance and Support must be purchased for all copies of the applicable Software. Payment for additional Maintenance and Support must be made prior to the expiration of the Maintenance and Support period. If you fail to purchase additional Maintenance and Support for the Software, you may continue to use such Software but will not be entitled to receive any Maintenance and Support. To reinstate Maintenance and Support, you must pay all Maintenance and Support fees on a cumulative basis for periods during which you did not purchase coverage. For example, with an original purchase date of 1 October 2007, Maintenance and Support is included for all licenses purchased until 1 October 2008. The purchase of additional Maintenance and Support on 1 September 2008, provides continued Maintenance and Support until 1 October 2009. However, the purchase of additional Maintenance and Support on 1 December 2008 provides Maintenance and Support until 1 October 2009. The cost of Maintenance and Support is based on the anniversary of the original purchase date and is not prorated.

All Maintenance and Support services, including any updates, are subject to and governed by the terms and conditions of the End User License Agreement of the Factory Express Software. PC-Doctor, Inc. may suspend or cancel Maintenance and Support if you breach the End User License Agreement.

If you have any questions concerning this Software Support and Maintenance Policy or wish to contact PC-Doctor, Inc. for any reason, please write: PC-Doctor, Inc., 9805 Double R Blvd., Suite 301, Reno, NV 89521, USA.