

**Put your presentation or lecture
on the internet in no time at all!**



Presentations 2Go Annual Support Subscription

An Annual Support Subscription begins on the date that your software license is purchased, or on the date that the previous year's Annual Support Subscription expires, and lasts for 12 months. The term of the subscription shall be extended automatically by the term of the original period each time, unless the Client or the Supplier terminates the subscription in writing with due observance of a notice period of three months prior to the end of the period in question.

The support subscription includes:

- **A limited warranty** for the software product
- **Software updates and upgrades** for the product during the contract term
- **Access to protected support pages** on our site
- **Priority Technical support by phone and email**
- **Up to 120 minutes of consulting assistance** arising during the subscription term

Annual Support is optional, but is highly recommended. Learning Valley continually enhances and upgrades its software products, and **a current Annual Support Subscription is the only way to receive product upgrades.**

Software Licenses Without Support subscription

If a user's Annual Support Contract expires, the user receives:

- **No warranty** as to the functionality and performance of the product
- **No upgrades** to future versions of the product
- **No Priority Technical support by phone and email**

"Catching Up" on Support

Users without Annual Support Contracts who later wish to upgrade to a new release of a software product, or start taking advantage of our support services, are required to **"catch up" by paying the Annual Support Contract prices** currently in effect, for the full period from the date that any previous support contract lapsed until 12 months beyond the current date.

1. Software Limited Warranty

When you purchase an Annual Support Subscription, then Learning Valley provides a limited warranty, during the contract term, that the associated software product will perform substantially in accordance with the specifications described in the product User Guide, when it is used as described

in the User Guide. Learning Valley promises (as the sole remedy under this limited warranty) to make reasonable commercial efforts to correct any "bugs" (failures to perform as so described), and to timely provide such corrections to users reporting such bugs. All users who have purchased support subscription packs will receive the benefit of all bug fixes in product upgrades which are released during the contract term.

If you do not purchase an Annual Support Subscription, or if you allow your Annual Support Subscription to expire without renewing it, then Learning Valley makes no warranty as to the merchantability or fitness of the associated software product for any purpose.

2. Software Product Upgrades

When you have a current Annual Support Subscription, you gain access to **all software upgrades and updates** for the associated product released during the contract term. This includes minor and major product releases with both **bug fixes and new features and enhancements** for that product.

3. Protected Support Website

With an Annual Support Subscription, you gain access to our protected Support Website <http://support.presentations2go.eu>. This Website includes:

- Support ticket system
- Advanced support information of general interest
- Online, full text versions of our software product User Guide
- Downloads of software products, including major new releases and maintenance releases
- Access to knowledge database

4. Technical Support by Phone and Email

With an Annual Support Subscription, you can take advantage of **technical support** whenever you need it, by phone and email, from our **group of support professionals**. **Technical support includes** answering any reasonable question about the capabilities, performance and limitations of our software products and services.

Up to 120 minutes of consulting assistance is included in each Annual Support Subscription.

5. Support desk contact information

Customers with an annual support subscription will receive a welcome mail from Presentations 2Go Support to confirm and verify your account and to login to your helpdesk.

Contact information Presentations 2Go Support

Learning Valley

Support Desk:

9am-5pm (UTC+1) Monday-Friday

Phone:

+31 317 210 301

Email:

support@presentations2go.eu

For support calls you are required to specify: serial number and contact information