

Technology Pathways Product Support Policy

Technology Pathways is committed to providing quality products, backed by excellent service. Our support policies include:

Guarantee

Technology Pathways wants to insure you are completely satisfied with our products, therefore we provide all prospective customers a fully functional 30 day demo of software products. This policy ensures that you have a chance to fully test and evaluate the software products prior to purchasing. Any customer who has been provided with a demo license prior to purchase is not eligible for a refund. If you purchased our product without first receiving a demo license you are not satisfied with our product during the first 30 days after your purchase, you may return it for a full refund (less 18% restocking fee). To receive a refund, customer must complete and sign the "Declaration of Software Removal and Return" form.

Technical Support

Telephone Technical Support is available for purchasers of Technology Pathways products for installation issues free of charge. Telephone Technical Support is available for other usage issues with the purchase of an Annual Software maintenance agreement. Hours of operation are Monday thru Friday from 9:00 a.m. to 5:00 p.m. Pacific time. Technical support is also available on a 7 x 24 basis via e-mail and our web site at www.techpathways.com. Please allow 24 hours for e-mail responses.

Documentation

Extensive help menus are built into the product. An electronic (pdf) copy of the product manual ships with the product download.

Training

Training is available from Technology Pathways or several of Technology Pathways' training partners. Please contact Technology Pathways or the desired training partner for current price and schedules.

Software Upgrades

Technology Pathways provides major and minor software releases. Major releases are designated by the change of the number to the left of the decimal point in the release version number and incorporate significant new functionality in the software. Minor releases are designated by the number to the right of the decimal point in the version number and incorporate bug fixes and minor enhancements to the software. Technology Pathways will provide all "minor" software releases free of charge to registered customers of the same "major" release. Major releases are provided for free for the first 60 days after the purchase of the software. After the initial 60 days, major releases may be purchased at the upgrade price of 40% of the then current product price or may be obtained through a software maintenance agreement. (Note: Major releases are designated by the number to the left of the decimal point while minor releases are designated by numbers to the right of the decimal point.)

Annual Software Maintenance Agreement

Customers may purchase a software maintenance agreement for 18% of then current list price for the software included under the agreement. This entitles the customer to Telephone Technical Support plus all major and minor software releases during the period of the agreement plus 60 days after the expiration of the agreement.