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Pro Perpetual License

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(f) "Minor Version Upgrade" means an upgrade to the current version of the RazorFlow Software, as indicated by a change in version number to the right of the decimal point (eg. Version 1.1 to Version 1.2).

(g) "Major Version Upgrade" means an upgrade to a new version of the RazorFlow Software, as indicated by a change in version number to the left of the decimal point (eg. Version 1.0 to Version 2.0).

(h) "Trial Version" means a version, so identified, of the Software to be used to review and evaluate the Software only.

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A list of included Components and their respective licenses shall be provided upon request.

14. General

(a) Relationship of Parties. The parties are independent contractors, and not agents, employees or joint venturers of one another, and do not have any authority to bind the other party by contract or otherwise to any obligation. Neither party will represent to the contrary, either expressly, implicitly, by appearance or otherwise.

(b) Governing Law. This Agreement will be governed by the law of the State of California, U.S.A., without regard to the conflict of laws principles thereof. The Uniform Computer Information Transactions Act and the United Nations Convention on the International Sale of Goods shall not apply to this Agreement. If any provision of this Agreement is to be held unenforceable, such holding will not affect the validity of the other provisions hereof. Failure of a party to enforce any provision of this Agreement shall not constitute or be construed as a waiver of such provision or of the right to enforce such provision.

(c) Compliance with Export Laws. Each party shall comply with the laws. Neither party shall export or re-export directly or indirectly (including via remote access) any part of the RazorFlow Software to any country for which a license is required under the Export Laws without first obtaining a license.

(d) Trademark Usage and Publicity. RazorFlow may use Licensee's name and logos in its marketing, promotion and website, as is reasonably necessary to describe and promote RazorFlow software.

(e) Complete Agreement. This Agreement, including all Exhibits, constitutes the entire agreement between the parties with respect to the subject matter hereof, and supersedes and replaces all prior or contemporaneous understandings or agreements, written or oral, regarding such subject matter. No amendment to or modification of this Agreement will be binding unless in writing and signed by a duly authorized representative of both parties.

15. Upgrades & Updates

You are eligible to receive all publicly released major upgrades and minor updates for the Software for 12 months from your date of purchase. After the initial 12 months, you can purchase additional support & upgrades subscription to RazorFlow Software to extend your Subscription period.

Updates replace and/or supplement (and may disable) the version of the Software that formed the basis for your eligibility for the Update. You may use the resulting updated Software only in accordance with the terms of this License.

16. Support

RazorFlow offers two types of support:

(a) Self-serve Support: This support is available online on RazorFlow Software website (www.razorflow.com) and includes articles, tips and documentation on how to use RazorFlow Software. You can access this support option through RazorFlow Community Forums and Documentation hosted on RazorFlow website at www.razorflow.com. There may be short periods of downtime due to maintenance and possible internet outage. RazorFlow offers self-serve support 'as-is' and does not guarantee any specific level of uptime or warranty of any kind.

(b) Personalized & Private Support: Personalized & Private support will be provided by RazorFlow Support Staff via email for 12 months from your date of purchase. Under the terms of Pro license, you can raise a maximum of 10 unique support tickets, and are guaranteed a response time of 48 working hours on a best-effort basis.

RazorFlow Support Staff will provide support to RazorFlow Software licensees only, and not their end customers. RazorFlow will support only the last major version of those products released. At its discretion, it can provide free upgrades to the latest version of RazorFlow Software to help resolve any problem. RazorFlow Support Staff will provide support only on RazorFlow Software, thereby not extending to technologies or products in whose conjunction the licensee is using RazorFlow Software.

Official support hours are IST 9.30am to 7.30pm (IST = +5.30 GMT), Monday to Friday excluding statutory holidays and company holidays. Official support portal is at <http://razorflow.com/support>

The procedure for getting support is:

- You log a support ticket at RazorFlow support portal at <http://razorflow.com/support> with details of your technical problem
- The support system will assign your ticket a unique ID using which you will refer to the ticket
- The ticket is then reviewed and analyzed by RazorFlow Support Staff and any further information is requested based on the nature of problem
- RazorFlow Support Staff will then give you an answer based on their understanding of the problem. If that answer is not satisfactory, you can revert to the Staff with additional details of the problem.
- RazorFlow Development team, in tandem with the Support Staff, will finally reply and help you resolve the problem
- If the query still remains unresolved and/or you are unsatisfied with the response quality or time, you can send an email to anirudh@razorflow.com for further remedy

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Exhibit A: Description of Licensed Software

- RazorFlow Dashboard Framework, in source or object form, including all JavaScript libraries, documentation, code samples, demos, GUIs and tools.

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