NAVORI SOFTWARE SUPPORT, MAINTENANCE & UPGRADE AGREEMENT:

The Navori software support must be purchased and paid at the same time than the licenses. This Agreement will be valid for a period of <u>one year</u> as of delivery date. It shall be automatically renewed for an additional one year term unless the customer sends a termination notice thirty (30) days prior expiration date.

Services Included in the Support plan:

Support processed exclusively through Navori online support system

Navori undertakes to address any Navori software related problem preventing Navori QL to perform properly any functionality described in the user manual.

Provide a comprehensive technical and user oriented documentation

Navori understakes a feedback following customer support inquiry within 24 hours (weekday)

Updates & patches:

When available updates and patches are to be provided free of charge to the Customer for as long as this agreement is valid. The Customer will be advised by NAVORI Support (by e-mail) when these updates become available.

Date: 03 02 11 Customer Name: 1h	vest of 8de
Job Title: C Signature:	
Company Name/Stamp (if applicable):	
HOW TO PLACE YOUR ORDER:	
 Send this signed and stamped document by FAX or Email. Wire transfer your funds to the below bank account then Fax us the bank receipt. UBS Lausanne Place St-François 16 Suitzerland Bank: UBS Lausanne. Account in US\$ IBAN CH630024324342190161V Swift: UBSWCHZH80A	
3. Payment by Credit Card, Master Card or Visa only	
Credit Card Number :	Card Holder Name :
Expiration Date :	CVC Code :

GENERAL SALES CONDITIONS

Before using a NAVORI PRODUCTS product for the first time, the user accepts the terms of the NAVORI PRODUCTS End-User License Agreement (EULA) preceding its activation. This Document is accessible through the following URL, required for product download and activation.

http://c712082.r82.cf2.rackcdn.com/EndUserLicenseAgreement.pdf

You commit yourself to:

•Provide reliable information about yourself

•Resell such licenses require to sign a Navori Distribution agreement

Delivery

The Customer receives its license credits along with the invoice to the e-mail address indicated in the extranet account.

It is your responsibility to ensure that you have carefully checked the details of your Order before proceeding to the payment.