



# Licensing, update, and upgrade policies

## License Conditions

- Capture licenses are personal and grant the owner the right to use an edition of a product on two of this person's computers.
- Capture licenses are valid on both Windows and macOS operating systems.
- Capture licenses are delivered in the form of digital license key files. These should be treated as valuables.
- Capture license ownership can be transferred to another person by request from the currently

## Additional License Conditions for Educational Institutions

- Capture license key files can be installed on an unlimited number of seats in the same physical location of an institution. Multiple labs in the same physical location are covered by one license, but institutions spread across different cities require one license per location.
- Capture license key files cannot be unlocked automatically. Unlock requests must be submitted manually by the registered owner of the license.
- License use is limited to equipment owned by the institution only.
- **COVID-19 update** - license use covers equipment owned by students until 2024-09-30.

## Support and Update Policies

- Capture license owners are entitled to free updates (bug fixes and minor enhancements of existing features) of the product licensed and during its lifetime.
- Capture license owners are entitled to free technical support and free library support for five years from the date of purchase - given that sufficient documentation is available for the library item(s) requested and that the product licensed can support it.
- Capture license owners unlock requests (for installations on new computers) will be processed indefinitely.

## Upgrade Policies

- Upgrades from any edition to a higher edition will always be available throughout the product's lifetime and at the price difference of the editions in question.
- It is our ambition to release a new Capture product every year.
- Upon the release of a new product, Capture licence owners will be offered to purchase an upgrade to the same edition of the new product. The targetted upgrade price is 10% to 25% of a new licence of the product edition being upgraded.
- If the product editions offered change upon a new product release, Capture licence owners will be offered upgrades to the nearest matching new product edition(s).
- Upgrading to a new product will be offered at the same price regardless of the currently owned product, for up to five product releases.

