

CRT SOFTWARE USE POLICIES

Software Use License (Subscription)

CRT Software is licensed for single computer use (by any local user of that computer). A node-locked Software Use License key is required for full-use of the software.

License Term

Software Use License Terms are typically 12 months; however, other durations may be arranged. Partial Term Licenses of 30 days are issued according to the License Delivery Schedule below.

Program Delivery

Internet download instructions for the program(s) are provided to interested customers at the time of product inquiry. The downloaded software installs in a limited-use or demonstration mode.

Generating a Software Use License

- Customers submit their client (computer) information via email. The installation process directs the customer through this procedure.
- Upon validation of payment (see License Delivery Schedule) a Software Use License key is emailed to the customer.

License Delivery Schedule

The delivery of the Software Use License varies based on payment:

- *Contractual Work:* A Software Use License as described within a Statement of Work (SOW) will be delivered according to the specifications of the SOW.
- *Check or Money Order:* A Partial Term 30-day Software Use License will be issued upon receipt of a Check or Money Order. Upon expiration of the Partial Term and completion of the Payment processing a Software Use License will be issued completing the remainder of the Paid License Term.
- *Purchase Order:* A Partial Term 30-day Software Use License and an Invoice will be issued upon receipt of a company Purchase Order. Upon Payment of the Invoice a Software Use License will be issued completing the remainder of the Paid License Term.
- *Credit Card Order:* A Partial Term 30-day Software Use License will be issued upon receipt of a Credit Card Payment. Upon expiration of the Partial Term and completion of the Credit Card Payment processing a Software Use License will be issued completing the remainder of the Paid License Term.

Cancellation Policy

- Cancellation requests must be received in writing.
- Customers are entitled to a Full Refund if they have not been issued a Software Use License at the time of the cancellation request.
- Customers are entitled to a Partial Refund if they have only been issued a Partial Term License at the time of the cancellation request. The refund percentage is calculated via the following formula: $Refund \% = 1 - (2 * P / T)$
Where P is the length of the Partial Term and T is the length of the Term ordered.
- Customers are not entitled to a refund if they have received a Software Use License for the complete Paid Term.
- Refunds will be issued within 6-8 weeks and will be in the same form as how they were paid.

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