

# Update service & support



## M2k, Structural Design Suite

### Update Service

Each purchased license includes a free 12-month period of Update Service, meaning that you will have free access to upgraded versions of the obtained software product that may be released within a 12-month period starting from the purchase date of the license. Beyond the initial 12-month period, access to upgraded versions of the obtained software product will be available only by extending the Update Service for another 12-month period, for an additional fee corresponding to 35% of the total price (including 16% VAT) of most currently available version of the same product. Please mind that Update Service is not an imposed subscription service. Users can extend their Update Service at any time, keeping in mind the corresponding additional fee as described above.

### Support

Product technical support is offered only for the most currently available version of the software product. Please mind that support service is only given by e-mail contact, without any commitment to respond within a specific time period. Phone contact may be possible, as long as availability of support personnel is verified with a 24 hour anticipation period. Other services such as training sessions can be provided upon request.

Note: ARV reserves the right to do any modification to the information presented above without previous notice.

Update Service extend fees valid from January 1, 2017