LYTROD SOFTWARE™

Maintenance Quote

2573 Clay Bank Road Suite 4
Fairfield, CA 94533
Phone 707-422-9221 Fax 707-429-5179
sales@lytrod.com

Date:	Number:
8/30/2012	235440

Customer:

City of Columbus
Fiscal Office
P.O. Box 2949
Department of Technology
Columbus OH 43216-2949

Quantity	Code	Description	Cost	Serial #	Expiration Date	Total
1	PFDM	Proform Designer Maintenance (01/01/2013 - 12/31/2013)	1,360.00	PFD3185	12/31/13	1,360.00

Thank You

TOTAL	$1,360.00

Software Locks

Lytrod Software products require a locking device on the USB port of the computer, except for Proform97 which requires a parallel port locking device. The lock is necessary for installation of the software. These locks will not be sold individually if lost or stolen. Full purchase price of the software will be charged for all lock replacements, with no exceptions. If locks are damaged or fail to perform, they may be replaced at a cost of $50.00 each plus shipping, after the original lock has been returned to Lytrod Software for testing purposes. No replacement lock, due to damage or failure, will be shipped to the customer until the original lock is received.

The locking device on Proform Designer, DeskTop Designer, GraphicArts VI Designer, Office Designer, VisionDP and Proform97 is enabled for use for 35 days from the date of shipment. Once payment, including the first year of annual maintenance, has been received Lytrod Software will provide a customer-specific password that will permanently enable the lock. Proform Designer, DeskTop Designer, GraphicArts VI Designer, Office Designer, VisionDP and Proform97 **WILL NOT OPERATE** without this password after the initial 35-day period. Proform Designer, DeskTop Designer, GraphicArts VI Designer, Office Designer, and Proform97 **MUST BE PAID IN FULL** before Lytrod Software will issue the lock-enabling password. VisionDP QuickStart50 requires **PAYMENT IN FULL** at time of purchase.

Return Policy / Restocking Fees

Lytrod Software products may be returned within thirty (30) days of original receipt at the customer's site. All software, software locks and documentation must be returned in resalable condition. There will be a restocking fee of $100.00, which is charged for each product returned and accepted by Lytrod Software with a valid Return Authorization number (RMA). VisionDP QuickStart50 is a pre-paid license and it not eligible for return.

Annual Maintenance Fee

Software maintenance is an ongoing annual subscription service that entitles the customer to receive product updates and technical support. The first year's maintenance fee is billed with the initial product purchase. Subsequent maintenance will be offered annually from the software license purchase date. Technical support and entitlement to product updates will be discontinued if the maintenance lapses. Submitting any retroactive maintenance fees up to and including the current year may reinstate the maintenance subscription, enabling the software to be updated to the current version and eligibility for technical support. Support for VisionDP QuickStart50 is available for one year from date of purchase or until 50,000 PDF page limit is reached, whichever comes first.

Software Updates

Lytrod Software, Inc. is continually refining its software product family. Customers who have paid the current year's maintenance fee are able to receive automatic product updates. Customers who have not paid the current year's annual maintenance fee must reinstate their Maintenance subscription in order to receive updates to the software (see above: Annual Maintenance Fee).

Automatic download of software updates requires Internet access, firewall security settings that enable executable and other program files for download, and local user administrative rights for software registry changes. Customers with current maintenance that cannot automatically download updates can contact Lytrod Software Technical Support periodically to check for the availability of updates and request the files electronically. Additional fees may be required for CD shipment requests.

Technical Support

Lytrod Software, Inc. will provide software support for products sold by Lytrod Software authorized representatives for the life of the product or for a period of six months after Lytrod Software, Inc. releases a major software version for a particular product. Product technical support is contingent upon current Annual Maintenance subscription (see above: Annual Maintenance Fee).

Our mission is to provide you with the very best in performance-oriented software products, customer care, and responsive technical support. Technical product support is available Monday through Friday (excluding holidays) from 7:30am until 4:30pm Pacific Time, via phone: 1-707-422-9221, or email: support@lytrod.com.

Consultation and Implementation Design Services

Application editing, design, conversion and document creation services, along with consultation and application specific technical support services are available for a fee. For a general list of services, please visit: http://lytrod.com/services/design_center.php. Additional onsite consultation strategy and implementation services are also available. For more information about onsite consultations and implementations, please contact Lytrod Software sales department by phone: 1-800-4-LYTROD (1-800-459-8763) or email: sales@lytrod.com.

On-site Training Policy

A purchase order or full payment is required to schedule training. Training must be paid in full at least 21 days prior to the scheduled start date and must be scheduled within 6 months of the purchase date. There are no refunds for training fees after 6 months of purchase. Cancellation of a scheduled training will incur additional fees and penalties from 50% of the training cost up to the full cost of the training.

Webinar Training Policy

Full payment is required prior to webinar training and must be scheduled within one year of the purchase date. There are no refunds for training fees after 6 months of purchase. Cancellation of a scheduled training may incur additional fees and penalties from 50% of the training cost up to the full cost of the training.

Lytrod Software Products and Services

Lytrod Software product descriptions, services and current prices are published on our website: http://www.lytrod.com. Lytrod Software sales department can be reached by phone: 1-800-4-LYTROD (1-800-459-8763) or email: sales@lytrod.com.