



Channel Partner Agreement

This Agreement is made by and between InaPlex Limited (“InaPlex”), and

..... (“Channel Partner”)

as of the date set below.

CHANNEL PARTNER BUSINESS ADDRESS

Name	
Trading Name if different	
Company Registration	
Address 1	
Address 2	
City	
State/Province	
Country	
Phone	
Fax	
Web	
Administration Contact	
Name	
Position	
Email	
Phone	
Sales/Marketing Contact	
Name	
Position	
Email	
Phone	
Technical Contact	
Name	
Position	
Email	
Phone	



Whereas, InaPlex is the owner and licensor of certain software packages designated as the subject matter of this Agreement as marked in Section 1.1 (“Appointment”).

Whereas, Channel Partner desires to become a Channel Partner of InaPlex under the terms and conditions hereof.

Now Therefore, the parties agree as follows.

1 GENERAL TERMS AND CONDITIONS

1.1 Appointment.

InaPlex hereby appoints Channel Partner as Channel Partner for the following Software products (check and initial the appropriate choice(s)):

- Inaport for SalesLogix
- Inaport for Sage CRM, CRM.com
- Inaport for GoldMine
- Inaport for ACT!

Channel Partner accepts such appointment in accordance with the provisions of this Agreement and the corresponding InaPlex Channel Partner Program.

1.2 Non-Exclusivity/Territory.

Channel Partner’s appointment shall be nonexclusive and only for the Software products marked in Section 1.1. Such appointment does not constitute a grant of any specific territory or geographical area. InaPlex may increase or decrease the number of InaPlex business associates in the vicinity of Channel Partner’s location at any time without notice to Channel Partner. Channel Partner expressly agrees not to exercise any of the rights granted in this Agreement for any party outside the territory marked in Appendix A (“Territory”), including parties which are subsidiaries or branches of parties located in the Territory.

1.3 Channel Partner Program.

Channel Partner agrees to comply with the current standard program requirements in the applicable **InaPlex Channel Partner Program (Appendix B)** during the term of this Agreement, including support, shipping and payment terms, and to maintain all required certifications. These requirements may be changed by InaPlex at any time. Channel Partner may request a copy of the current requirements or access the requirements on InaPlex’ web site at any time.

1.4 Conduct.

Channel Partner shall undertake no acts injurious to the business or goodwill of InaPlex. Channel Partner shall use commercially reasonable efforts to promote InaPlex and its products and services.

1.5 Independent Entities.

Notwithstanding the use of the designation “partner”, Channel Partner is an independent contractor/software vendor and shall at no time have the power [1] to bind InaPlex; [2] to



vary any terms, conditions, warranties or covenants made by InaPlex; or [3] to create in favor of any person any rights which InaPlex has not previously authorized in writing. The relationship under this Agreement shall not create any legal partnership, franchise relationship, agency or other form of legal association between the parties which would impose a liability of one party upon the other.

1.6 Taxes and Fees.

Channel Partner warrants that it shall be solely responsible for the payment of any taxes, excises, duties, or charges incurred by it which may arise by virtue of the transactions contemplated hereunder, or shall comply with necessary procedures to claim exemption. Channel Partner shall pay InaPlex the partner fees as set by InaPlex. Fees shall be subject to change at InaPlex' discretion. Non-payment of the fees will automatically terminate this Agreement.

1.7 Communications.

Partner understands that it may receive unsolicited emails and faxes from InaPlex as deemed necessary by InaPlex. Channel Partner is encouraged to provide opt in / opt out selections in any mass-distributed electronic communication in compliance with anti-spamming laws and regulations.

1.8 Records.

Channel Partner shall, during this Agreement, and for a period of one year after the termination of this Agreement, maintain records relating to the contracts, invoices, accounts, complaints, and other transactions relating to InaPlex' customers using the Software. InaPlex may directly, or through its agent, at any time, after giving reasonable notice, during normal business hours and for any reasonable reason inspect such records and other related financial information.

1.9 Subpartners.

Channel Partner shall not be permitted to establish subpartners without InaPlex' express written consent.

2 PARTNER OBLIGATIONS

2.1 Limitations.

Channel Partner or any employee, agent or other person acting on Channel Partner's behalf may not: [1] sublicense, disclose, publish or transfer the Software to a third party; [2] translate the Software into another computer language or in any way reverse engineer, decompile, or disassemble them; or [3] activate a specific feature or module developed by InaPlex that is not offered on the product licensed by the end user.

2.2 Competing Products.

Channel Partner acknowledges that InaPlex may produce products similar to Channel Partner's and that Channel Partner is given no guarantees or exclusive rights to a market. In



the event Channel Partner's product competes with a InaPlex product, the parties will jointly review and define the future of the relationship.

3 WARRANTY AND LIMITATIONS

3.1 General Warranties.

InaPlex represents and warrants to Channel Partner that it has sufficient right, title and interest in and to the Software to enter into this Agreement. THE SOFTWARE, CODE AND LAYOUT EXAMPLES AND ANY OTHER SOFTWARE INAPLEX MAY PROVIDE ARE LICENSED 'AS IS', AND INAPLEX DISCLAIMS ANY AND ALL OTHER WARRANTIES.

3.2 Limitation of Warranties

THE ABOVE WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, REGARDING THE SOFTWARE AND DOCUMENTATION AND ANY SERVICES PROVIDED BY INAPLEX INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

IN NO EVENT SHALL INAPLEX BE LIABLE FOR INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, AND THE LIKE) ARISING OUT OF THE RELATIONSHIP BETWEEN INAPLEX AND CHANNEL PARTNER EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

INAPLEX' CUMULATIVE LIABILITY UNDER THIS AGREEMENT, INCLUDING ANY CAUSE OF ACTION IN CONTRACT, TORT OR STRICT LIABILITY, SHALL BE LIMITED TO THE PARTNER FEES PAID BY CHANNEL PARTNER DURING THE 12 MONTHS PRIOR TO SUCH EVENT.

INAPLEX' LIMITATION OF LIABILITY IS CUMULATIVE WITH ALL INAPLEX EXPENDITURES TO ADDRESS LIABILITY BEING AGGREGATED TO DETERMINE SATISFACTION OF THE LIMIT.

CHANNEL PARTNER RELEASES INAPLEX FROM ALL OBLIGATIONS, LIABILITIES, CLAIMS OR DEMANDS IN EXCESS OF THE LIMITATION. THE PARTIES ACKNOWLEDGE THAT OTHER PARTS OF THIS AGREEMENT RELY UPON THE INCLUSION OF THIS SECTION AND THE RESULTING ALLOCATION OF RISKS.

3.3 Channel Partner Actions.

InaPlex shall have no obligation to any party under any warranty given by partner, its agents or employees. Channel Partner shall not make any representation or warranty with respect to the InaPlex products other than those stated by InaPlex in its written warranty, documentation and literature.

3.4 Channel Partner Indemnification.

Channel Partner agrees to indemnify InaPlex and to hold it harmless from and against any loss, damage, claims or demands whatsoever arising out of Solution Partner's activities.

4 CONFIDENTIALITY

Each party agrees not to disclose any confidential information received from the other in any form to any employees who do not have a specific need to use such information or to any



outside party (including contractors) without the other party's prior written consent. All employees or contractors who receive such confidential information must be bound by written agreement not to disclose such information to any other party. Each party acknowledges that the unauthorized disclosure or use of confidential information of the other party would cause irreparable harm and significant injury to the other party that may be difficult to compensate. Accordingly, each party agrees that the other party will have the right to seek and obtain temporary and permanent injunctive relief in addition to any other rights and remedies it may have. The obligations of confidentiality shall not apply to information which [1] is in public domain at the time of disclosure, [2] has been released by the other party without restrictions, [3] has been lawfully obtained by the disclosing party from a third party under no obligation of confidentiality, or [4] is independently developed by employees of the disclosing party without access to the confidential information.

5 TRADEMARKS

5.1 Definition.

"InaPlex Trademarks" means any and all current or future company names, product names, marks, logos, designs, trade dress and other designations or brands used by InaPlex in connection with its products and services and all marks similar thereto.

5.2 License.

InaPlex grants Channel Partner the right to use its trademarks solely for the purpose of distributing and marketing the Software, provided that Channel Partner: [1] uses the appropriate trademarks for the corresponding Software; [2] identifies all trademarks are registered trademarks of InaPlex Limited; [3] take reasonable steps to modify all objectionable uses of the trademarks; and [4] complies with the then **current Trademark and Logo Policies**. InaPlex reserves the right to revoke or limit the use of trademarks at any time upon reasonable notice. Non-compliance with trademark and Logo Policies shall be considered a material breach of this Agreement.

5.3 Ownership.

Channel Partner acknowledges that InaPlex is the sole owner of its trademarks and nothing herein shall grant to Channel Partner any right or interest in the trademarks. Channel Partner shall not register, or attempt to register, any trademarks or any marks confusingly similar thereto in any jurisdiction.

5.4 Limitations.

Except as stated above, Channel Partner is granted no right, title, license or interest in the trademarks. Channel Partner acknowledges InaPlex' rights in the trademarks and agrees that any and all use of the trademarks by Channel Partner shall inure to the sole benefit of InaPlex. Channel Partner agrees that it shall take no action inconsistent with InaPlex' ownership of the trademarks and agrees not to challenge InaPlex' rights in or attempt to register any of the trademarks, or any other name or mark owned or used by InaPlex or any mark confusingly similar thereto. If at any time Channel Partner acquires any rights in, or any registration or application for, any of the trademarks by operation of law or otherwise, it will



immediately, upon request by InaPlex and at no expense to InaPlex, assign such rights, registrations, or applications to InaPlex, along with any and all associated goodwill.

5.5 Notification.

Channel Partner shall promptly notify InaPlex of any use by any third party of trademarks or any use by such third parties of similar marks which may constitute an infringement or passing off of trademarks. InaPlex reserves the right, in its sole discretion, to institute any proceedings against such third party infringers and Channel Partner shall refrain from doing so itself. Channel Partner agrees to cooperate fully with InaPlex in any action taken by InaPlex against such third parties, provided that all expenses of such action shall be borne by InaPlex and all damages which may be awarded or agreed upon in settlement of such action shall accrue to InaPlex.

6 PROPRIETARY RIGHTS

6.1 Ownership.

Channel Partner understands and agrees that Channel Partner takes title only to the media on which the Software are provided. Title in and ownership of all copies of InaPlex' products and documentation, trademarks and all property rights therein, shall remain at all times vested in InaPlex. Channel Partner acknowledges that the Software is protected by domestic and international copyright and other forms of proprietary rights and agrees not to copy or otherwise reproduce, modify, adapt, translate, reverse engineer, decompile, disassemble or create derivative works based on the Software or the documentation.

6.2 No Rights Granted.

No provision in this Agreement shall be interpreted as an assignment or grant to Solution Partner of any right, title or interest in the Software, documentation or trademarks.

6.3 Protection.

Channel Partner agrees to take any reasonable step necessary to protect the proprietary rights of InaPlex and its suppliers or licensors, including, but not limited to, the proper display of copyright, trademark, trade secret and other proprietary notices on any copies of the Tools. Solution Partner must reproduce and include any such notices, other legends and logos on any backup copies.

6.4 Copyright Notice.

Channel Partner agrees not to remove and shall reproduce and include all copyright notices or confidential or proprietary legends in and on all copies of InaPlex products or documentation. Any printed reference to InaPlex' products must include the following notice (or such notice as required by InaPlex) with [YEAR] being the then current year:
© InaPlex Limited. [YEAR]. All Rights Reserved.

6.5 Breach.

Channel Partner understands and agrees that the protection of InaPlex' rights in and to the Software, documentation and trademarks and the prevention of any unauthorized copying,



reproduction, modification, adaptation, translation, reverse engineering, decompilation, disassembly and creation of derivative works, is of the essence of this Agreement and that any failure on its part, however minor, to discharge its obligations shall constitute a material breach of this Agreement.

7 TERM AND TERMINATION

7.1 Term.

This Agreement shall enter into effect on the date it is signed by both parties.

7.2 Termination.

This Agreement shall terminate [1] automatically in the event Channel Partner breaches any provision of this Agreement or fails to comply with the provisions of the InaPlex Channel Partner Program; [2] automatically in the event that Channel Partner is the subject of a proceeding in bankruptcy, is placed in receivership, or enters into an arrangement for the benefit of its creditors, or [3] for any reason, upon thirty (30) days written notice by either party to the other party.

7.3 Rights.

Upon termination of this Agreement for any reason, all rights granted to Channel Partner shall immediately cease and Channel Partner shall immediately return to InaPlex all software and confidential information provided by InaPlex except as otherwise provided in this Agreement.

7.4 No Compensation.

Neither party shall be liable to the other for damages, losses, or expenses of any kind or character on account of the termination of this Agreement, whether such damage, loss, or expense may arise from the loss of prospective customers of Channel Partner, or expenses incurred or investments made in connection with the establishment, development, or maintenance of Channel Partner's business. Termination or expiration shall not affect any claim, demand, or liability of any party created or arising hereunder prior to such time.

8 FORCE MAJEURE

8.1 Definition.

"Force Majeure" shall mean any event or condition not reasonably within the control of either party, which prevents in whole or in material part the performance by one of the parties of its obligations hereunder or which renders the performance of such obligations so difficult or costly as to make such performance commercially unreasonable.

8.2 Notice.

Upon giving notice to the other party, a party affected by an event of Force Majeure shall be released without any liability on its part from the performance of its obligations under this Agreement, except for the obligation to pay any amounts due and owing hereunder, but only



to the extent and only for the period that its performance of such obligations is prevented by the event of Force Majeure. The other party may likewise suspend the performance of all or part of its obligations hereunder to the extent that such suspension is commercially reasonable.

9 NOT FOR RESALE SOFTWARE

9.1 NFR Software.

In its discretion, InaPlex may provide Channel Partner with a set or subset of Software or individual modules to be used for internal testing, development and demonstration purposes in Channel Partner's direct business as it relates to software. Such "Not For Resale Software" shall be for Channel Partner's internal use only, shall only be used at Channel Partner's business location set forth above and shall not be relicensed or transferred or made available to any other party by any means under any condition. Channel Partner may not use the NFR Software for commercial purposes of any kind without express permission from InaPlex.

9.2 Limitations.

Channel Partner or any employee, agent or other person acting on Channel Partner's behalf may not: [1] sublicense, disclose, publish, copy, install or transfer the NFR Software to a third party; or [2] translate the NFR Software into another computer language or in any way reverse engineer, decompile, or disassemble them.

10 SOFTWARE EVALUATION LICENSE

InaPlex may provide Channel Partner with certain software and documentation for evaluation purposes ("Evaluation Software"). The following provisions apply to such software.

10.1 Limited License.

InaPlex grants Channel Partner the non-exclusive and nontransferable right, only for the purposes of evaluating the Evaluation Software, to execute the Evaluation Software at Channel Partner's business location and use the documentation.

10.2 Evaluation Program.

Channel Partner shall comply with InaPlex' instructions with regard to the evaluation.

10.3 DISCLAIMER OF WARRANTIES.

THE EVALUATION SOFTWARE IS LICENSED 'AS IS', AND INAPLEX DISCLAIMS ANY AND ALL WARRANTIES.

10.4 Errors/Bugs.

Channel Partner acknowledges Evaluation Software may be experimental, may not have been fully tested or debugged or may be from the initial beta release and thus may contain problems and require revisions. InaPlex will not provide updates or upgrades to the Evaluation Software.



10.5 Rights.

Channel Partner acknowledges that the Evaluation Software is proprietary to and a valuable trade secret of InaPlex and is entrusted to Channel Partner only for evaluation purposes. Channel Partner shall treat the Evaluation Software as confidential information in the strictest confidence. This Agreement does not constitute a grant or an intention or commitment to grant any right, title or interest in the Evaluation Software or InaPlex' trade secrets.

11 ASSIGNMENT

This Agreement is not assignable by Channel Partner without prior written consent by InaPlex. In the event Channel Partner changes its legal structure or undergoes a substantial change in ownership of its stock or other ownership interest, InaPlex shall have the option of immediate termination of this Agreement. InaPlex may assign this Agreement and its interest in the Software to any party without the consent of Channel Partner. This Agreement shall inure to the benefit of any successor of InaPlex and shall not be affected by any change in the ownership or control of InaPlex. Channel Partner shall execute a new agreement in the event Channel Partner changes its legal structure or name.

12 MISCELLANEOUS

12.1 Complete Agreement.

THIS AGREEMENT AND THE PROVISIONS OF THE CURRENT PARTNER PROGRAM, AS AMENDED FROM TIME TO TIME, CONSTITUTE THE ENTIRE AGREEMENT OF THE PARTIES WITH RESPECT TO THE SUBJECT MATTER HEREOF AND SUPERSEDE ALL PREVIOUS AGREEMENTS BY AND BETWEEN INAPLEX AND PARTNER AS WELL AS ALL PROPOSALS, ORAL OR WRITTEN AND ALL PRIOR NEGOTIATIONS, CONVERSATIONS OR DISCUSSIONS BETWEEN THE PARTIES RELATED TO THIS AGREEMENT. PARTNER ACKNOWLEDGES THAT IT HAS NOT BEEN INDUCED TO ENTER INTO THIS AGREEMENT BY ANY REPRESENTATIONS OR STATEMENTS, ORAL OR WRITTEN, NOT EXPRESSLY CONTAINED HEREIN.

12.2 Amendment.

This Agreement shall not be deemed or construed to be modified, amended, rescinded, canceled or waived, in whole or in part, except by written amendment signed by the parties hereto.

12.3 Unenforceability.

If any provision of this Agreement is held to be invalid, illegal or unenforceable, such provision shall be considered severable from this Agreement and the remaining provisions shall continue in full force and effect. The parties will replace a severed provision by a provision which is closest to the intent of the parties.

12.4 Notices.

Notices permitted or required to be given hereunder shall be deemed sufficient if given [1] by registered or certified mail, postage prepaid, return receipt requested, addressed to the addresses above or such other addresses as the respective parties may designate by like



notice from time to time, or [2] by international courier, telex or telegram, or fax to the fax number above, or [3] when sent by email to “legal@inaplex.com”. Any notice shall be deemed effective when received by the receiving party.

12.5 Arbitration.

Any controversy or claim arising out of, or relating to this Agreement or its breach, shall be settled by arbitration by one arbitrator in the city of the main place of business of the party bringing an action, in accordance with the then governing commercial rules of arbitration of a reputable arbitration association selected by the parties in good faith. Judgment upon any award rendered therein may be entered and enforced in any court of competent jurisdiction. In assembling a panel of prospective arbitrators, the arbitration association shall utilize its best efforts to include individuals educated and/or experienced in the computer software industry. Arbitration does not prevent either party from obtaining injunctive relief for any matter at any time.

12.6 Counterparts/Language.

This Agreement shall be executed in two or more counterparts in the British English language and each such counterpart shall be deemed an original hereof. The meaning of the words and terms used in this Agreement shall be that ascribed to them in the British English language.

12.7 Waiver.

No failure by either party to take any action or assert any right hereunder shall be deemed to be a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right.

12.8 Government.

If Channel Partner is acting on behalf of any unit or agency of the United States Government, the following provisions apply: [1] Any products Channel Partner acquires under this Agreement for or on behalf of the United States Government are provided to the United States of America with RESTRICTED RIGHTS.

Use, duplication, or disclosure by the U.S. Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7013 and paragraph (d) of the Commercial Computer Software-Restricted Rights clause at FAR 52.227-19; [2] InaPlex grants Channel Partner the right to transfer Software to the United States government subject to the following restrictions. With the exception of the Department of Defense, you will not distribute Software to the United States of America except (i) on terms at least as restrictive as those set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 and paragraph (d) of the Commercial computer Software-Restricted Rights clause at FAR 52.227-19, and (ii) in compliance with particular department or agency acquisition regulations that provide InaPlex protection at least equivalent to that provided by the above-referenced DFARS and FAR provisions.



InaPlex

In Witness Whereof, the Parties hereto have executed this Agreement as of the date below.

InaPlex Limited
24 London Rd
Newbury
Berkshire RG14 1JX
United Kingdom

Channel Partner

Ph and fax:

+44 (0)845 617 0206

+1 (949) 784 0708

Signature

Signature

Print Name

Print Name

Title

Title

Date

Credit Card Details (enter here or call with details):

Card Type: MASTERCARD VISA AMERICAN EXPRESS

Number:.....

Expiry.....

Signature:.....

Amount: USD100 / GBP 60 / EUR 80 / AUD 150 (plus VAT if applicable)

General Information

Products Sold: SAGE CRM GOLDMINE SALESLOGIX MICROSOFT CRM ACT!

TOTAL STAFF: _____ OF WHICH: ADMIN _____ SALES _____ TECHNICAL _____

YEARS IN BUSINESS: _____

InaPlex Use Only:

Partner Number: _____ Date Received: _____



APPENDIX A: TERRITORY

- Australia
- Benelux
- Canada
- Caribbean
- Colombia
- Czech Republic
- Denmark
- Ecuador
- Finland
- France
- Germany
- Italy
- Kuwait
- Malaysia
- Netherlands
- New Zealand
- Norway
- Peru
- Poland
- Portugal
- Russia
- Saudi Arabia
- Singapore
- South Africa
- Spain
- Sweden
- Switzerland
- United Arab Emirates
- United Kingdom and Ireland
- United States
- Venezuela
- Other (specify)



APPENDIX B: INAPLEX CHANNEL PARTNER PROGRAM

Authorised Inaport Partners are required to:

- Be a certified reseller for at least one of the following:
 - Sage CRM and SageCRM.com
 - Sage SalesLogix
 - ACT! by Sage
 - GoldMine from FrontRange
- Complete the Channel Partner Agreement
- Include a website link to InaPlex on their web-site
- Pay an annual administration fee, as specified in the Agreement
- Participate in a free half hour training webinar before the first sale

InaPlex is required to provide the following to authorised Partners:

- On-line purchasing at dealer price (where this does not conflict with Sage Solutions provisions)
- A sales training webinar, at no charge
- One fully functional and unrestricted, time-limited NFR
- 6 monthly fully functional NFRs, restricted to 50 records processing
- Subsequent time-limited NFRs for logged prospects, at the discretion of InaPlex



Working with InaPlex – Frequently Asked Questions

How do Partners order Inaport products?

- Inaport can be purchased on-line at Partner price
- Access to Partner pricing is only available for Partners that have signed the InaPlex Reseller agreement, or for Partners ordering via Sage Solutions
- Payment for online purchases is to be made by credit card at the time of ordering
- Where applicable, VAT is chargeable on purchase prices
- All InaPlex products are sold and distributed electronically; no hard copy is provided

What margin do Partners get on InaPlex products?

- Authorised InaPlex Partners, as well as those purchasing through Sage, get 30% margin on all InaPlex sales.
- 30% margin is also given on UE renewals (see below)
- Margin is only provided on Training, Consulting or Support as agreed with Partners, on a case by case basis.

Can Users order InaPlex?

- Users can order direct from InaPlex for products that are not purchased through Sage Solutions
- Users must nominate a valid Partner (all authorised InaPlex Partners are listed) to complete a purchase and margin is sent to the Partner named
- Purchases must be paid for in full, by credit card, at time of ordering

Upgrade Entitlement (UE)

- Current Upgrade Entitlement (UE) gives Inaport users access to all new versions of Inaport, as they become available
- The Professional license fee includes (UE) for 12 months from date of purchase
- Standard licenses do not include any UE
- Should UE lapse, renewal will also include charges to cover missed UE payments (e.g. UE lapses in Dec. 2005, but the client wants the latest version of Inaport in Dec. 2006; in this case, the client would be charged one year of UE fees retrospectively, plus annual UE subscription rate to Dec 2007)
- UE is charged at 20% of the current retail license price, per annum

Warranty Conditions

- Bugs are warranted for 90 days from date of software purchase. Any bugs reported in this time will be entitled to a fix when one is available, regardless of UE status
- Bugs reported after 90 days from date of purchase will only be entitled to fixes if current UE is in place
- All effort is made to provide bug fixes for urgent bugs as soon as possible, however no time guarantees are made. Minor bugs are normally addressed in future releases

Support

- Post-sales software support, training and consulting is chargeable
- Logged Support Incidents are charged at a minimum rate, regardless of the time taken to address
- Incidents that will take longer than one hour are quoted for confirmation to proceed
- Minor support queries sent to support@inaplex.com will be handled at no charge if there is a reasonable frequency from a Partner, however no response times are guaranteed for this
- Consulting and training are handled on the same basis as support
- A full listing of support, training and consulting charges can be found in the pricing section of the InaPlex website