Licensing and Maintenance Subscription Program

Second License for Solo Users

A free second license is exclusively available for solo artists to enable software use on a second computer. The license may only be installed and used by a single designated Authorized End User on a single secondary computer (e.g., a laptop computer), provided further that the Software is not used simultaneously on the primary and secondary computer simultaneously..

Licensing Policy and Updates

Our general licensing policy is to deliver **permanent** that are valid for a specific version (ex: Clarisse 5.0). Our licensing model is flexible and relies on two licensing schemes: **node locked** and **floating** licenses.

Node Locked

A node locked license is a license bound to a specific machine. A node locked license can't be used on another machine. This licensing scheme is recommended for individuals or small teams of **up to 5 users.**

Floating

Floating licenses are served through our license server, Ilise, provided with Clarisse. Ilise supports thousands of simultaneous client connections and runs on either Linux, Windows or Mac OS X. This licensing scheme is recommended for teams of **5 or more users**.

Software Updates

Software updates include all service packs and minor updates.

General Licensing Policy

Licenses of our software run on **any of the supported platforms**: Windows, Linux, Mac OS X, **without additional fees**. When the user-machine is granted a license, the same machine can run an unlimited number of instances of the licensed software. Both floating and node locked licenses can be transferred to another machine under certain conditions. For more information, please refer to our **License Transfer Policy** available upon request**.**

If you have any questions concerning our licensing policy, please contact us.

Maintenance Subscription Program Policy

Our maintenance program gives users access to the most current publicly available version of our software whilst subscribed. This includes:
- Free upgrade to the next major publicly available version (released during the maintenance period)
- All service packs for the current major version (new features, improvements and bug fixes) (released during the maintenance period)
- All minor updates for the current major version (improvements but mainly bug fixes) (released during the maintenance period)
- Dedicated customer support (released during the maintenance period)

The release of any upgrades, service packs and updates (including improvements and bug fixes) is in our sole discretion.

For permanent licenses, the first year of subscription to the maintenance program is included in the license purchase. For rental licenses, it's limited to the duration of the rental period. For a single license, the maintenance program covers all publicly available updates and new builds including major versions released during its validity (**12 months** for permanent licenses). Licensed software will still be running after the end of the period covered by the maintenance, but new updates won't be accessible anymore.

Our maintenance program does not include updates, improvements and new features for legacy software versions. There is no LTS (Long Term Support) version of Clarisse, **at our sole discretion**, we may, exceptionally release a last service pack (SP) with bug fixes for the previous version, when a new major version has just been released or within the three months following its release date.

Our maintenance program may be modified, suspended or discontinued in our sole discretion at any time.

Termination of Maintenance Subscription Program

Our maintenance program will be ending on October 31 2023 and we are no longer accepting new subscriptions to this program. If your existing subscription to the maintenance program expires after October 31, 2023, then your subscription will continue until the relevant expiry date but will not be eligible for further renewal. Refer to the "Refund Policy" section below if you would like to apply for a refund in connection with the termination of the maintenance program.

If you have any questions concerning our maintenance policy, please contact us.

Refund Policy

Any users affected by the termination of our maintenance program and wishing to terminate their subscription early may request a pro-rated refund of their maintenance program subscription fee by emailing us at support@isotropix.com (**Refund Request**). Each Refund Request will be treated as a confirmation of the relevant user's agreement to the maintenance program terminating on the date the refund is issued. Where a user's maintenance program is included in their license purchase (for

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example a rental license or the first year of subscription to the maintenance program), we will also refund your pro-rated license fee.

A refund of the maintenance subscription fee (and license fee where applicable) will not affect any other terms of your license and you may continue to use the software without maintenance for the relevant license period.

In countries and regions with consumer law protections, users who qualify for those protections retain their rights under these protections.

If you have any questions concerning our refund policy, please contact us.

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