FLORUIT LABS: Pond Licensing FAQ

1. Can I evaluate a product for free before purchasing it?

Yes, we offer fully-functional free evaluations for a period of 30 days. When your evaluation expires you can convert to a licensed, non-trial account (retaining all of your data from the trial period) by contacting our sales team (**sales@floruitlabs.com**). Note that trial accounts that are not converted within 14 days of expiration are deleted.

Evaluations do include access to our support resources. However, please note that we do not provide data backups for evaluations, only for licensed customers. Trial accounts initially support up to 20 users (by default), however you may request additional users at no cost by contacting **support@floruitlabs.com**.

2. Is any installation needed for Pond software?

Pond is cloud-based (online only) software, and does not require any installation on client machines.

3. How much do Pond licenses cost?

Current pricing information is always available online at **www.floruitlabs.com/buy.html**

Pond licenses are based on online purchase and activation (which is immediate following payment).

There are two licensing options: monthly subscription and annual contract. The annual contract represents a one-year commitment.

4. Does Floruit Labs offer any discounts?

For annual-contract customers, each user license is $20/month; this is discounted from the monthly subscription license of $25/user/month.

5. Which payment methods are accepted, and what are your payment terms?

Floruit Labs utilizes PayPal transaction services to securely handle license payments. During the ordering process, you will have a range of payment method options (including major credit cards, debit cards, PayPal account). Floruit Labs does not ask for or store customers' financial information.

Our payment terms are strictly Net 0-day. This means that your subscription (online access to Pond) will be made available as soon as full payment is received. If you encounter any issues in ordering or account activation, please contact **sales@floruitlabs.com.**

6. How can I cancel a subscription?

To cancel an existing subscription, please contact **sales@floruitlabs.com.** Your subscription will then terminate at the end of the current billing cycle. No credit is offered for canceling an account prior to the end of a billing cycle.

7. Can I get a refund?

Refunds for Pond licenses are available within the first paid month after the evaluation period for monthly subscriptions and within 30 days of payment for annual contracts. After these periods we cannot offer refunds.

To request a refund during the first month of paid service, please <u>include</u> your refund request when you email **sales@floruitlabs.com** to cancel your subscription.

8. What support does Floruit Labs offer for Pond?

All accounts, including trial and paid-license, are eligible for the following:

- Online support ticket creation: **www.floruitlabs.com/support.html**
- Ticket creation via email: **support@floruitlabs.com**

Our team is available 8am-8pm, 7 days a week, Pacific Time. You may of course submit support tickets at any time, but responses will be based on our processing of tickets within each day's support window.

Priority-1 issues: 1 hour

Priority-2 issues: 4 hours (Note that weekend support coverage is only for P-1 issues).

9. How can I change my Pond account password?

To change your password:

Visit **www.floruitlabs.com/login.html** and log in with your existing username and password.

From the Pond dashboard (homepage), click "My Profile" in the navigation bar; click on the "Edit" link.

10. Can I request a feature?

Yes! We always value (and very often incorporate) customer feedback into our product development.

Please send your comments and suggestions to **beta@floruitlabs.com**.