

# RazorFlow Software Licensing Agreement

## Trial License

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(a) “RazorFlow” means RazorFlow Technologies LLP and its licensors, if any.

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(c) “Source Code” shall include computer programming code or any computer instructions necessary to compile the Software.

(d) “Derivative Works” means any software programs which are developed by Licensee and which incorporate or contain modifications of any part of Source Code, and including any revision, modification, translation (including compilation or recapitulation by computer), abridgement, condensation, expansion or any other form in which Source Code, may be recast, transformed or adapted.

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(f) “Minor Version Upgrade” means an upgrade to the current version of the RazorFlow Software, as indicated by a change in version number to the right of the decimal point (eg. Version 1.1 to Version 1.2).

(g) “Major Version Upgrade” means an upgrade to a new version of the RazorFlow Software, as indicated by a change in version number to the left of the decimal point (eg. Version 1.0 to Version 2.0).

(h) “Trial Version” means a version, so identified, of the Software to be used to review and evaluate the Software only.

(i) “Not For Resale Version” means a version, so identified, of the Software to be used to review and evaluate the Software only.

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A list of included Components and their respective licenses shall be provided upon request.

## 14. General

(a) Relationship of Parties. The parties are independent contractors, and not agents, employees or joint venturers of one another, and do not have any authority to bind the other party by contract or otherwise to any obligation. Neither party will represent to the contrary, either expressly, implicitly, by appearance or otherwise.

(b) Governing Law. This Agreement will be governed by the law of the State of California, U.S.A., without regard to the conflict of laws principles thereof. The Uniform Computer Information Transactions Act and the United Nations Convention on the International Sale of Goods shall not apply to this Agreement. If any provision of this Agreement is to be held unenforceable, such holding will not affect the validity of the other provisions hereof. Failure of a party to enforce any provision of this Agreement shall not constitute or be construed as a waiver of such provision or of the right to enforce such provision.

(c) Compliance with Export Laws. Each party shall comply with the laws. Neither party shall export or re-export directly or indirectly (including via remote access) any part of the RazorFlow Software to any country for which a license is required under the Export Laws without first obtaining a license.

(d) Trademark Usage and Publicity. RazorFlow may use Licensee's name and logos in its marketing, promotion and website, as is reasonably necessary to describe and promote RazorFlow software.

(e) Complete Agreement. This Agreement, including all Exhibits, constitutes the entire agreement between the parties with respect to the subject matter hereof, and supersedes and replaces all prior or contemporaneous understandings or agreements, written or oral, regarding such subject matter. No amendment to or modification of this Agreement will be binding unless in writing and signed by a duly authorized representative of both parties.

## 15. Upgrades & Updates

You are eligible to receive all Major Upgrades and Minor Updates for the version of the Software as a part of licensed version only. Under the trial license agreement, you may download the latest version from RazorFlow.com website.

Updates replace and/or supplement (and may disable) the version of the Software that formed the basis for your eligibility for the Update. You may use the resulting updated Software only in accordance with the terms of this License.

## 16. Support

RazorFlow offers two types of support:

(a) Self-serve Support: This support is available online on RazorFlow Software website ([www.razorflow.com](http://www.razorflow.com)) and includes articles, tips and documentation on how to use RazorFlow Software. You can access this support option through RazorFlow Community Forums and Documentation hosted on RazorFlow website at [www.razorflow.com](http://www.razorflow.com). There may be short periods of downtime due to maintenance and possible internet outage. RazorFlow offers self-serve support 'as-is' and does not guarantee any specific level of uptime or warranty of any kind.

(b) Private Support: Private support will be provided by RazorFlow team via telephone and email. Private Support is available to RazorFlow customers who have a RazorFlow commercial license.

RazorFlow team will provide support to RazorFlow licensees only, and not their end customers. RazorFlow will support only the last major version of those products released. At its discretion, it can provide free upgrades to the latest version of RazorFlow Software to help resolve any problem. RazorFlow Support Staff will provide support only on RazorFlow Software, thereby not extending to technologies or products in whose conjunction the licensee is using RazorFlow Software.

Support hours are IST 9.30am to 7.30pm (IST = +5.30 GMT), Monday to Friday excluding statutory holidays and company holidays. Support portal can be accessed at <http://www.razorflow.com/support>

The procedure for getting private support is:

- You log in your support query at RazorFlow support portal @ <http://www.razorflow.com/support>
- The support system will assign your ticket a unique ID using which you will refer to the ticket
- The ticket is then reviewed and analyzed by RazorFlow team and any further information is requested based on the nature of problem
- RazorFlow team will then give you an answer based on their understanding of the problem. If that answer is not satisfactory, you can revert to the team with additional details of the problem.
- If RazorFlow team determines that the support ticket is of a complex nature involving any coding, or it entails a bug fix, it will escalate the ticket for resolution and provide you an Estimated Time for fix.
- RazorFlow team will finally reply and help you resolve the problem
- If the query still remains unresolved and/or you are unsatisfied with the response quality or time, you can send an email to [anirudh@razorflow.com](mailto:anirudh@razorflow.com) for further remedy

RazorFlow does not guarantee results under this agreement but merely agrees to use reasonable diligence in attempting to accomplish its obligations. RazorFlow shall not be liable for any damages caused by delay in delivering or furnishing any services referred to in this Agreement.

Exhibit A: Description of Licensed Software

- RazorFlow Dashboard Framework, in source or object form, including all JavaScript libraries, documentation, code samples, demos, GUIs and tools.

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