



Warranty Policy

Thank you for purchasing our computer software! We are committed to providing you with a high-quality product and excellent customer service. Our warranty policy is as follows:

- Limited Warranty:** Logical Developments warrant that the software will perform substantially in accordance with its documentation for a period of 30 days from the date of delivery. If during this time period you discover a defect in the software that prevents it from performing as described in the documentation, Logical Developments will work with you to provide a fix or a workaround at no additional cost.
- Exclusions:** Our warranty does not cover defects caused by misuse, unauthorized modifications, or alterations to the software, hardware, or system software. Our warranty also does not cover any damage to your computer or other hardware resulting from the use of our software.
- Exclusions on Media:** Logical Developments delivers its software electronically. It is the customer's responsibility to provide suitable hardware & network facilities, and to ensure it is free of defects in materials & workmanship.
- No Other Warranty:** Logical Developments makes no other warranty, express or implied, with respect to the software. In particular, Logical Developments do not warrant that the software will meet your requirements or be fit-for-purpose or that it will operate uninterrupted or error-free. Furthermore, Logical Developments do not warrant or make any representations regarding the use or the results of the use of the software or related documentation in terms of their correctness, accuracy, reliability, or otherwise. No oral or written information or advice given by Logical Developments or an authorized representative shall create a warranty or in any way increase the scope of this warranty. Should the software prove defective, you (and not Logical Developments or an authorized representative) assume the entire cost of all necessary servicing, repair or correction.
- Limitation of Liability:** Our liability for any breach of warranty or other claim arising out of or relating to the software shall be limited to the amount you paid for the software. Under no circumstance, included negligence shall Logical Developments liable for any special, incidental, or consequential damages, including but not limited to lost profits or data, arising out of the use or inability to use the software.
- How to Make a Claim:** To make a claim under this warranty, please contact our customer support team at the contact information provided with your purchase. We will work with you to diagnose the issue and provide a fix or a workaround as appropriate.

Significant customer input:

This warranty policy is governed by the laws of the state or country where you purchased the software. This policy may be revised or updated from time to time, and any changes will be effective upon posting to our website.

If the customer has provided direct input to the design of the software, this may impact the terms of the warranty policy. In such cases, it is important to clarify the scope of the customer's involvement in the design process and any specific agreements made between the customer and the software vendor regarding warranty and support.

In general, if the customer has provided direct input to the design of the software, the warranty policy may be modified to reflect any additional obligations or limitations on the part of the software vendor. For example, the warranty may exclude defects that result from the customer's design specifications, or may require the customer to assume a greater degree of responsibility for testing and quality assurance.

In any case, it is important for both parties to have a clear understanding of the expectations and obligations associated with the customer's involvement in the design process, and to document any agreements in writing. This can help to avoid misunderstandings and disputes down the line, and ensure that both parties are satisfied with the final product and the level of support provided.

Software Development Life Cycle

Warranty is an important aspect of the software development life cycle, as it helps to ensure that the software is reliable and meets the needs of the customer. Warranty is typically provided after the software has been developed and released to the customer, and is intended to cover any defects or problems that arise during a specified period of time after the initial release.

The warranty period is typically a part of the overall software development plan, and is defined in the software contract or agreement between the customer and the software vendor.

For more information on the Software Life Cycle – please see document: *About Software and the Development Life Cycle*, as written for software developed by Logical Developments.

For possible variations to this document (2023 Warranty Policy), please refer to your detailed *Specification Document* for your Customised Software Solution.