

MICROSOFT SOFTWARE LICENSE TERMS

MICROSOFT DYNAMICS GP 2013

MICROSOFT DYNAMICS NAV 2013

These license terms ("agreement") are an agreement between Microsoft Corporation (or based on where you are located, one of its affiliates) and you. Please read these terms carefully.

This agreement applies to the software named above, which includes the media on which you received it, if any. It also apply to any Microsoft

- updates,
- supplements,
- Internet-based services, and
- support services

for this software, unless other terms accompany those items. If so, those terms apply. **This agreement supersedes the license terms embedded in the software.**

By installing, having installed, subscribing to, or using the software, you accept these terms (including any modifications made to them from time to time). **If you do not accept them, do not install, have installed, subscribe to, or use the software.**

If an individual enters into this agreement on behalf of a company or other legal entity, that individual represents that he or she has the authority to bind that entity to this agreement.

Notice Regarding Subscription Validation. Servers on which the software is installed may periodically provide information to verify that the software is properly licensed and that the term has not expired. This information includes the customer subscription identifier, product name, license serial number, product version number, and date of last use. Individual customer data will be stored for up to 270 days in the United States. Aggregated data may be used to evaluate the effectiveness of our validation features, will also be stored in the United States and may be retained indefinitely. By using the software, you consent to the transmission of the information described in this paragraph.

If you comply with this agreement, you have the rights below for each software license you acquire.

1. OVERVIEW.

a. Software. The software may include

- server software;
- client software that can be installed on devices and/or used with the server software;
- additional ERP components that may be separately licensed; and
- any updates or supplements for the software.

b. Licensing: The software is licensed based on

- the number of copies of ERP solution that you install on premises or use on a hosted basis;
- the number of your users or devices that access the ERP solution; and
- additional ERP components you license.

c. License Model. The software is licensed under two models:

- **Perpetual License Model** – Under this model, you have licensed the software under

perpetual license terms, as code that is installed on your premises or hosted for you by a third party acting as your agent ("Perpetual License Model").

- **Subscription License Model** – Under this model, you have licensed the software on a per user basis for a limited period, as further described in your agreement with your partner. The software is installed on your premises or hosted by a third party on its own behalf or as your agent ("Subscription License Model").
 - o If your license expires or terminates, your right to use the software will stop immediately. If you continue using the software after that, you could be held liable for infringement of intellectual property rights, which could result in significant damages being assessed against you or other legal remedies.

2. DEFINITIONS.

- **"affiliate"** means any legal entity that directly or indirectly owns, is directly or indirectly owned by, or that is directly or indirectly under common ownership with a party to this agreement.
- **"business process outsourcing"** means the contracting of a specific critical or non-critical business task, function or process to a third-party service provider, where (i) the services provided include direct or indirect access to the software, and (ii) the license is not granted by Microsoft.
- **"CAL"** means client access license.
- **"client software"** means the components of the software that allow a device to access or use the server software or to use certain aspects of the server software.
- **"device"** means a single personal computer, workstation, terminal, handheld computer, personal digital assistant, or other electronic device.
- **"direct access"** occurs when any user logs on to the software through a Microsoft Dynamics client, such as the Microsoft Windows client for Microsoft Dynamics (NAV or GP), the Web Client for Microsoft Dynamics (NAV or GP) or the Microsoft Dynamics NAV Portal framework for Microsoft SharePoint.
- **"ERP"** means enterprise resource planning.
- **"ERP solution"** means the components of the software that control your users and financial reporting units.
- **"external users"** means a named user who is designated in the security table for Microsoft Dynamics NAV as an external user. External users are not included in the definition of "you". They are your or your affiliates' customers. External users apply only to Microsoft Dynamics NAV.
- **"Full User"** means a named user who has unrestricted access to all of the functionality in the server software including setting-up, administering and managing all parameters or functional processes across the ERP solution.
- **"Limited User"** means a named user who accesses your ERP solution directly or indirectly for purposes of completing only the tasks described below. Any access beyond these limitations requires a Full User.
 - (i) "Read" access to data contained in the ERP solution through any client for Microsoft Dynamics GP or Microsoft Dynamics NAV; or
 - (ii) "Write" access via the time and expense functionality (Microsoft Dynamics GP) or timesheet functionality (Microsoft Dynamics NAV); or
 - (iii) "Write" access (Microsoft Dynamics NAV only) through any client accessing the ERP solution via the Microsoft Dynamics NAV API to a maximum of 3 table objects with the following exceptions:
 - limited users are not authorized to write to any of the following tables: General Ledger Entry (table number 17), Permission Set (table number 2000000004), Permission (table number 2000000005) or Access Control (table number 2000000053); and
 - any table described in the software's licensing guide as "Limited User Included Tables" do not

count towards the 3 table objects. See the Licensing Guide located at <http://go.microsoft.com/fwlink/?LinkId=262799>.

- **“ownership”** means more than 50% ownership.
- **“partner”** means the entity that has signed a partner agreement with Microsoft authorizing it to market and distribute the software.
- **“server software”** means the components of the software that provides services or functionality on your server (your computers that are capable of running the server software are “servers”).
- **“you”** means the legal entity that has agreed to this agreement, your affiliates, and each of your, and your affiliates’, employees, contractors, agents and suppliers.

3. INSTALLATION AND USE RIGHTS.

- a. Server Software.** You must purchase a server software license to use the server software. You may install an unlimited number of copies of the server software to access your ERP solution. However, you may only use the number of copies that your license key permits.
- b. Client Software.** You may only use the client software with the ERP solution. You may install an unlimited number of copies of the client software to access your ERP solution. The client software may be used only by the number of licensed users that your license key permits.
- c. Additional ERP Components.** If additional ERP components are available to you, you must obtain a separate license for each ERP solution if you wish to run an additional ERP component for multiple ERP solutions. For additional information and license restrictions regarding additional ERP components, see the Licensing Guide located at <http://go.microsoft.com/fwlink/?LinkId=262799>.
- d. Included Microsoft Programs.** The software may contain other Microsoft programs. The license terms with those programs apply to your use of them. This agreement does not grant you any rights to use those programs.

4. TYPES OF USER LICENSES. The types of user licenses are

- a. CALs.** You must acquire and assign a CAL to each device or user that accesses the ERP solution directly or indirectly. You need a CAL for each user that directly or indirectly accesses the ERP solution through a third party application.

Types of user CALs. There are two types of user CALs: Full CALs and Limited CALs.

- A **“Full CAL”** is a license that entitles a user to perform the tasks of a Full User.
- A **“Limited CAL”** is a license that entitles a user to perform only the tasks of a Limited User.

- b. “Concurrent users”** are licenses that allow any individual to access the ERP solution. The number of concurrent users licensed refers to the maximum number of individuals that may access the ERP solution simultaneously. You may select the Full User or Limited User as concurrent user types. Concurrent users can only be licensed under the Perpetual License Model.

- c. “Named users”** are licenses that are specific to individual users and may not be shared with other individual users. You may select the Full User or the Limited User as named user types. If you select the Limited User, your use of this named user license is subject to those restrictions listed in the Limited User definition. You may permanently reassign your named user from one user to another. Named users can only be licensed under the Subscription License Model.

- d. “External Users”** are licenses that are specific to individual users of Microsoft Dynamics NAV. External user licenses must not be shared with other individual users. You do not need concurrent user CALs for external users. External users must not use any clients provided by the Microsoft Dynamics NAV Application Programming Interface (API), such as the Microsoft Windows client for Microsoft Dynamics NAV, the Web Client for Microsoft Dynamics NAV or the Microsoft Dynamics NAV Portal framework for Microsoft SharePoint. External user licenses must not be used for business process outsourcing purposes.

For additional information about the types of user licenses and the license restrictions regarding user

licenses, see the Licensing Guide located at <http://go.microsoft.com/fwlink/?LinkId=262799>.

5. TERMS SPECIFIC TO PERPETUAL LICENSE MODEL.

- Your rights to use the software are perpetual but may be revoked if you do not comply with the terms of this agreement.
- In addition to the server software license, you must acquire licenses for the total number of users that access the ERP solution directly or indirectly. User licenses are specific to an ERP solution and may not be used with or shared among different ERP solutions.
- Under the Perpetual License Model, you may only license concurrent users.
- If you have licensed concurrent users for Microsoft Dynamics GP, then you will also receive a license key for an unlimited number of named users for Management Reporter, Microsoft Forecaster, and Business Portal ("Secondary Clients"), which are not available on a concurrent user basis. You may allow any user to use the Secondary Clients. Use of the Secondary Clients with other Microsoft programs may require a CAL that must be purchased separately. The license terms with the Secondary Clients apply to your use of them. This agreement does not grant you any rights to use those programs.

6. TERMS SPECIFIC TO SUBSCRIPTION LICENSE MODEL.

- In addition to the server software license, you must acquire licenses for the total number of users that access the ERP solution directly or indirectly. User licenses are specific to an ERP solution and may not be used with or shared among different ERP solutions.
- You may license named users or devices (if applicable).
- You may license users using either type of user CAL or a device CAL (where applicable), depending on the level of access to the ERP solution that is needed.
- **Subscription Validation.**
 - Servers on which the software is installed will from time to time perform a validation check of the software. Validation verifies that the software has been properly licensed. It also verifies that no unauthorized changes have been made to the validation functions of the software.
 - The validation check may be initiated by the software or Microsoft. To enable validation checks, the software may from time to time require updates or additional downloads of the validation functions of the software. The updates or downloads are required for the proper functioning of the software and may be downloaded and installed without further notice to you. During or after a validation check, the server may send information about the software, the computer and the results of the validation check to Microsoft. This information includes customer subscription identifier, product name, license serial number, product version number, and the date of last use. Microsoft will use this information only to verify licensing compliance. By using the software, you consent to the transmission of this information. For more information about validation and what is sent during or after a validation check, see <http://go.microsoft.com/fwlink/?LinkId=262836>.
 - If, after a validation check, the software is found to be improperly licensed, Microsoft or your partner may provide notice that the software is improperly licensed, and you may
 - receive reminders to obtain a properly licensed copy of the software, or
 - need to follow instructions in the notice to be licensed to use the software.
- **Term.** The term for your subscription license is set in your agreement with your partner.

7. ADDITIONAL LICENSING REQUIREMENTS AND/OR USE RIGHTS

a. Reassignment of CALs. You may

- permanently reassign your device CAL from one device to another, as long as the new device

complies with the limitations applicable to the specific device CAL type;

- permanently reassign your user CAL from one user to another; or
- temporarily reassign your device CAL to an alternate device while the first device is out of service, or your user CAL to a temporary worker while the user is absent.

b. Multiplexing. Multiplexing is a manner of indirect access. It includes hardware or software or any other manual mechanism you use to

- pool connections,
- reroute information,
- reduce the number of devices or users that directly access or use the software, or
- reduce the number of devices or users the software directly manages,

(sometimes referred to as “multiplexing” or “pooling”) does not reduce the number of licenses you need.

c. Third Party Hosting. You may have a third party host the software on your behalf solely for your access and use. You may not permit your third party hosting vendor to allow access to the software by unaffiliated third parties. Your third party hosting vendor must agree to be bound by the terms of this agreement.

d. License Grant for Templates. You may copy and use templates provided with the software and identified for such use in documents and projects that you create. You may distribute those documents and projects non-commercially.

e. Restrictions on use of the following Microsoft components.

- **Microsoft SQL Server Report Builder for Microsoft SQL Server 2012.** The Microsoft Dynamics NAV software is accompanied by Microsoft SQL Server Report Builder for Microsoft SQL Server 2012 (Report Builder), which is licensed to you under its own license terms located in the following installation directory for Microsoft Dynamics NAV: Program Files (x86)\Common Files\Microsoft Dynamics NAV\70\Setup\Licenses. You may use Report Builder only in conjunction with Microsoft Dynamics NAV. If you do not accept the Report Builder license terms, you may not use the Report Builder.
- **Exchange Web Services Managed API 1.2.** The Microsoft Dynamics NAV software is accompanied by Exchange Web Services Managed API 1.2 (EWSMA), which is licensed to you under its own license terms located in the following installation directory for Microsoft Dynamics NAV: Program Files (x86)\Common Files\Microsoft Dynamics NAV\70\Setup\Licenses. You may use EWSMA only in conjunction with Microsoft Dynamics NAV. If you do not accept the EWSMA license terms, you may not use the EWSMA.
- **Microsoft Chart Controls for Microsoft .NET Framework 3.5 for Microsoft Windows Operating Systems.** The Microsoft Dynamics NAV software is accompanied by Microsoft Chart Controls for Microsoft .NET Framework 3.5 for Microsoft Windows Operating Systems (Chart Controls), which is licensed to you under its own license terms located in the following installation directory for Microsoft Dynamics NAV: Program Files (x86)\Common Files\Microsoft Dynamics NAV\70\Setup\Licenses. You may use Chart Controls only in conjunction with Microsoft Dynamics NAV. If you do not accept the Chart Controls license terms, you may not use the Chart Controls.

f. Modification Disclaimer. You may modify the software only as necessary to use it for your internal business purposes if you received it in source code form or you or any third party acting on your behalf have licensed tools from Microsoft that allow you or that third party to modify the software’s object code. You agree that Microsoft is not responsible for any problems that result from modifications made by you, a partner, or any other third party acting on your behalf, or any problems that are caused by third party hardware or software. Microsoft does not, and will not have any

obligation to, provide technical or other support for any modifications to the software made by you, a partner or any other third party. Microsoft does not make any representation, endorsement, guarantee or assurance of the suitability of the software for your business, the suitability of the partner or any other third party to create modifications or to implement the modifications or the software, or that any modification created, implemented, supported and/or serviced by, for or on behalf of you or any third party will meet your business needs or operate successfully with the software. Microsoft and its partners are independent entities and Microsoft is not liable for nor bound by any acts of such business partners.

- g. Fictitious Data.** The uniform resource locators (URLs), addresses, names of individuals, companies, cities, states, and other items depicted and referenced in Microsoft material are fictitious in nature. They are provided as examples and illustrations only. No real association or connection is intended or should be inferred.
 - h. Complex Software.** The software is complex computer software. Its performance will vary depending on your hardware platform, software interactions, the configuration of the software and other factors. The software is neither fault tolerant nor free from errors, conflicts or interruptions.
 - i. Third Party Notices.** The software may include third party material (i.e., code or documentation) that Microsoft licenses to you under this agreement. Notices, if any, for the third party material are included for your information only.
 - j. Additional Functionality.** Microsoft may provide additional functionality for the software. Other license terms and fees may apply.
- 8. INTERNET-BASED SERVICES.** Microsoft provides Internet-based services with the software. Microsoft may change or cancel them at any time. This section does not apply to the subscription validation terms above.
- a. Consent for Internet-Based Services.** Certain features in the software may connect to Microsoft or third party service provider computer systems over the Internet. In some cases, you will not receive a separate notice when they connect. You may switch off these features or not use them. For more information about these features, see the software documentation. By using these features, you consent to the transmission of this information. Microsoft does not use the information to identify or contact you.
 - b. Computer Information.** Certain features in the software use Internet protocols, which send to the appropriate systems computer information, such as your Internet protocol address, the type of operating system, browser, name and version of the software you are using, and the language code of the device where you installed the software. Microsoft uses this information to make the Internet-based services available to you. Some of these features include, but are not limited to,

 - **Web Content Features.** Features in the software can retrieve related content from Microsoft and provide it to you. To provide the content, these features send to Microsoft the type of operating system, name and version of the software you are using, and the type of browser and language code of the device where you installed the software. Examples of these features are clip art, templates, online training, online assistance and Appshelp. You may choose not to use these web content features.
 - c. Use of Information.** Microsoft may use the device information, error reports, and malware reports to improve our software and services. We may also share it with others, such as hardware and software vendors. They may use the information to improve how their products run with Microsoft software.
 - d. Misuse of Internet-based Services.** You may not use these services in any way that could harm them or impair anyone else's use of them. You may not use the services to try to gain unauthorized access to any service, data, account or network by any means.
- 9. PRODUCT / LICENSE KEYS.** The software requires a key to run or access it. You are responsible for the use of keys assigned to you. You must not duplicate or share the keys with third parties.
- 10. BENCHMARK TESTING.** You must obtain Microsoft's prior written approval to disclose to a third party the results of any benchmark test of the software.

11. SCOPE OF LICENSE. The software is licensed, not sold. This agreement only gives you some rights to use the software. Microsoft reserves all other rights. Unless applicable law or a separate written contract with Microsoft gives you more rights despite this limitation, you may use the software only as expressly permitted in this agreement. In doing so, you must comply with any technical limitations in the software that only allow you to use it in certain ways. You may only use the software for your internal business purposes. You may not

- work around any technical limitations in the software;
- reverse engineer, decompile or disassemble the software, except and only to the extent that applicable law expressly permits, despite this limitation;
- circumvent the validation functions of the software;
- publish the software for others to copy;
- rent, lease or lend the software; or
- use the software for commercial software hosting services.

Your rights to use the software may be revoked if you do not comply with the terms of this agreement. Rights to access the software do not give you any right to implement Microsoft patents or other Microsoft intellectual property in software or devices that access the server.

12. BACKUP COPY. You may make multiple copies of the software for backup, development and testing purposes, so long as such copies are not used in production and the development or testing is for your internal use only. Your backup copies may be hosted by a third party on your behalf as provided in section 7.c.

13. FAIL-OVER RIGHTS. FAIL-OVER RIGHTS. In addition to your use of the software under section 3 above, you may run a single passive fail-over of your ERP solution that will only be used or accessed for temporary support when the primary ERP solution is unavailable.

14. LICENSE TRANSFER. You may not transfer the software to a third party without Microsoft's prior written consent. If permitted, there may be additional charges for transferring the software to a third party.

15. DOCUMENTATION. Any person that has valid access to your computer or internal network may copy and use the documentation for your internal, reference purposes.

16. ACADEMIC EDITION SOFTWARE. You must be a "Qualified Educational User" to use software marked as "Academic Edition" or "AE." If you do not know whether you are a Qualified Educational User, visit www.microsoft.com/education or contact the Microsoft affiliate serving your country.

17. DOWNGRADE. You have no rights to use earlier versions of the software under this license and Microsoft is not obligated to supply earlier versions to you.

18. EXPORT RESTRICTIONS. The software is subject to United States export laws and regulations. You must comply with all domestic and international export laws and regulations that apply to the software. These laws include restrictions on destinations, end users and end use. For additional information, see www.microsoft.com/exporting.

19. SUPPORT SERVICES. Microsoft provides support services for the software as described at <http://www.microsoft.com/dynamics/customer/en-us/service-plans.aspx>.

20. LOCALIZATION AND TRANSLATION. Microsoft provides certain localizations and translations for the software as described at <http://www.microsoft.com/en-us/dynamics/resource-library.aspx?SortField2=Licensing&SortField3=Fact sheet>.

21. ENTIRE AGREEMENT. This agreement (including the warranty below), and the terms for supplements, updates, Internet-based services and support services that you use are the entire agreement for the software and support services.

22. APPLICABLE LAW.

- a. **United States.** If you acquired the software in the United States, Washington state law governs the interpretation of this agreement and applies to claims for breach of it, regardless of conflict of laws principles. The laws of the state where you are located govern all other claims, including claims under state consumer protection laws, unfair competition laws, and in tort.
- b. **Outside the United States.** If you acquired the software in any other country, the laws of that country apply.
- c. **Attorneys' Fees and Costs.** If you or Microsoft files a lawsuit, brings an action or otherwise pursues a claim against the other in connection with or arising out of this agreement or the software, the prevailing party will be entitled to recover its reasonable attorneys' fees, costs and other expenses (including any appeal).

23. LEGAL EFFECT. This agreement describes certain legal rights. You may have other rights under the laws of your state or country. You may also have rights with respect to the party from whom you acquired the software. This agreement does not change your rights under the laws of your state or country if the laws of your state or country do not permit it to do so.

24. DEFENSE OF INFRINGEMENT AND MISAPPROPRIATION CLAIMS. Microsoft will defend you against any claims made by an unaffiliated third party that the software infringes its patent, copyright or trademark or misappropriates its trade secret, and will pay the amount of any resulting adverse final judgment (or settlement to which Microsoft consents).

You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance in defending the claim, and Microsoft will reimburse you for reasonable out of pocket expenses that you incur in providing that assistance. The terms "misappropriation" and "trade secret" are used as defined in the Uniform Trade Secrets Act, except in the case of claims arising outside the United States, in which case "misappropriation" will mean intentionally unlawful use and "trade secret" will mean "undisclosed information" as specified in Article 39.2 of the TRIPs agreement.

Our obligations will not apply to the extent that the claim or adverse final judgment is based on (i) your use of the software after Microsoft notifies you to discontinue use due to such a claim; (ii) your combining the software with a non-Microsoft product (hardware, software or service), data or business process including third party add-ons or programs; (iii) damages attributable to the value of the use of a non-Microsoft product, data or business process; (iv) your altering or modifying the software, including any modifications by third parties; (v) your distribution of the software to, or its use for the benefit of, any third party; (vi) your use of Microsoft trademark(s) without express written consent to do so; or (vii) for any trade secret claim, your acquiring a trade secret (a) through improper means; (b) under circumstances giving rise to a duty to maintain its secrecy or limit its use; or (c) from a person (other than Microsoft or its affiliates) who owed to the party asserting the claim a duty to maintain the secrecy or limit the use of the trade secret. You will reimburse us for any costs or damages that result from these actions.

If Microsoft receives information concerning an infringement or misappropriation claim related to the software, Microsoft may, at its expense and without obligation to do so, either (i) procure for you the right to continue to run the software, or (ii) modify the software or replace it with a functional equivalent, to make it non-infringing, in which case you will stop running the software immediately. If, as a result of an infringement or misappropriation claim, your use of the software is enjoined by a court of competent jurisdiction, Microsoft will, at its option, either procure the right to continue its use, replace it with a functional equivalent, modify it to make it non-infringing, or refund the amount paid and terminate this license.

If any other type of third party claim is brought against you regarding Microsoft's intellectual property, you must notify us promptly in writing. Microsoft may, at its option, choose to treat these claims as being covered by this section. This section provides your exclusive remedy for third party copyright, patent or trademark infringement and trade secret misappropriation claims.

25. LIMITATION ON AND EXCLUSION OF DAMAGES. You can recover from Microsoft and its suppliers only direct damages up to the amount you paid for the software except for claims covered by section 24. You cannot recover any other damages, including consequential, lost profits, special, indirect or incidental damages.

This limitation applies to

- anything related to the: (i) software, (ii) services, (iii) content (including code) on any third party Internet sites, or (iv) third party materials; and
- claims for breach of contract, breach of warranty, guarantee or condition, strict liability, negligence, loss of data, damage to records or data, loss of goodwill, loss as a consequence of a business interruption or any other tort to the extent permitted by applicable law.

It also applies even if

- repair, replacement or a refund for the software does not fully compensate you for any losses; or
- Microsoft knew or should have known about the possibility of the damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. They also may not apply to you because your country may not allow the exclusion or limitation of incidental, consequential or other damages.

26. VERIFYING COMPLIANCE.

- a. Right to verify compliance.** You are required to keep records (including proof of purchase) relating to the software you use under this agreement. Microsoft has the right to verify compliance with this agreement, at Microsoft's expense. You agree to provide reasonable cooperation in the event of a compliance audit.
- b. Verification process and limitations.** To verify compliance with the terms of this Agreement, Microsoft will engage an independent accountant from an internationally recognized public accounting firm, which will be subject to a confidentiality obligation. Verification will take place upon not fewer than 30 days' notice, during normal business hours and in a manner that does not interfere unreasonably with your operations. As an alternative, Microsoft can require you to complete Microsoft's self-audit questionnaire relating to the software you use under this agreement, but reserves the right to use a verification process as set out above.
- c. Verification frequency.** If Microsoft undertakes verification and does not find material unlicensed use (license shortage of 5% or more), then Microsoft will not undertake another verification of the same entity for at least one year.
- d. Use of Results.** Microsoft and Microsoft's auditors will use the information obtained in compliance verification only to enforce Microsoft's rights and to determine whether you are in compliance with the terms of this agreement. By invoking the rights and procedures described above, Microsoft does not waive its rights to enforce this agreement or to protect its intellectual property by any other means permitted by law.
- e. Remedies for non-compliance.** If verification or self-audit reveals any unlicensed use, you must promptly order sufficient licenses to cover your use. If material unlicensed use is found, you must reimburse Microsoft for the costs Microsoft has incurred in verification and acquire the necessary additional licenses at single retail license cost within 30 days.

LIMITED WARRANTY

- A. LIMITED WARRANTY.** If you follow the instructions, the software will perform substantially as described in the Microsoft materials that you receive in or with the software.

References to "limited warranty" are references to the express warranty provided by Microsoft. This warranty is given in addition to other rights and remedies you may have under law, including your rights and remedies in accordance with the statutory guarantees under local Consumer Law.

- B. TERM OF WARRANTY; WARRANTY RECIPIENT; LENGTH OF ANY IMPLIED WARRANTIES.** The limited warranty covers the software for one year after acquired by the first user. If you receive supplements, updates, or replacement software during that year, they will be covered for the remainder of the warranty or 30 days, whichever is longer. If the first user transfers the software, the remainder of the warranty will apply to the recipient.

To the extent permitted by law, any implied warranties, guarantees or conditions last only during the term of the limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so these limitations may not apply to you. They also might not apply to you because some countries may not allow limitations on how long an implied warranty, guarantee or condition lasts.

- C. EXCLUSIONS FROM WARRANTY.** This warranty does not cover problems caused by your acts (or failures to act), the acts of others, or events beyond Microsoft's reasonable control.
- D. REMEDY FOR BREACH OF WARRANTY.** Microsoft will repair or replace the software at no charge. If Microsoft cannot repair or replace it, Microsoft will refund the amount shown on your receipt for the software. It will also repair or replace supplements, updates and replacement software at no charge. If Microsoft cannot repair or replace them, it will refund the amount you paid for them, if any. You must uninstall the software and return any media and other associated materials to Microsoft with proof of purchase to obtain a refund. These are your only remedies for breach of the limited warranty.
- E. CONSUMER RIGHTS NOT AFFECTED.** You may have additional consumer rights under your local laws, which this agreement cannot change.
- F. WARRANTY PROCEDURES.** You need proof of purchase for warranty service.
- 1. United States and Canada.** For warranty service or information about how to obtain a refund for software acquired in the United States and Canada, contact Microsoft at
 - (800) MICROSOFT;
 - Microsoft Customer Service and Support, One Microsoft Way, Redmond, WA 98052-6399; or
 - visit www.microsoft.com/info/nareturns.htm.
 - 2. Europe, Middle East and Africa.** If you acquired the software in Europe, the Middle East or Africa, Microsoft Ireland Operations Limited makes this limited warranty. To make a claim under this warranty, you should contact either
 - Microsoft Ireland Operations Limited, Customer Care Centre, Atrium Building Block B, Carmanhall Road, Sandymount Industrial Estate, Dublin 18, Ireland; or
 - the Microsoft affiliate serving your country (see www.microsoft.com/worldwide).
 - 3. Australia.** If you acquired the software in Australia, contact Microsoft to make a claim at
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 - Microsoft Pty Ltd, 1 Epping Road, North Ryde NSW 2113, Australia.
 - 4. Outside United States, Canada, Europe, Middle East, Africa and Australia.** If you acquired the software outside the United States, Canada, Europe, the Middle East, Africa and Australia, contact the Microsoft affiliate serving your country (see www.microsoft.com/worldwide).
- G. NO OTHER WARRANTIES.** The limited warranty is the only direct warranty from Microsoft. Microsoft gives no other express warranties, guarantees or conditions. Where allowed by your local laws, Microsoft excludes implied warranties of merchantability, fitness for a particular purpose and non-infringement. If your local laws give you any implied warranties, guarantees or conditions, despite this exclusion, your remedies are described in the Remedy for Breach of Warranty clause above, to the extent permitted by your local laws.

FOR AUSTRALIA ONLY. In this paragraph, "goods" refers to the software for which Microsoft provides the express warranty. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Goods presented for repair may be replaced by refurbished goods of the same type rather than being replaced. Refurbished parts may be used to repair the goods.

H. LIMITATION ON AND EXCLUSION OF DAMAGES FOR BREACH OF WARRANTY. The Limitation on and Exclusion of Damages clause above applies to breaches of this limited warranty.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. You may also have other rights which vary from country to country.
