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6. Technical support, maintenance and upgrades.

Latitude IT agrees to provide technical advice on the use of Fileport by email for a period of 3 months after the purchase of licences. In giving a response to a query a solution cannot be guaranteed but Latitude IT agrees to make all reasonable attempts to provide a solution including the creation of an upgrade to Fileport if it is deemed necessary. Continued access to upgrades and technical support are available, please ask for a quotation. Latitude IT is not obliged to provide technical assistance where the request has been caused by the malfunction of any hardware or software not provided by Latitude IT or where a user is incompetent to follow reasonably simple instructions to remedy a problem or where the problem has been caused by the negligence of a user.

7. TRIAL and LICENSED versions of Fileport.

Fileport will run for a seven day period after installation and will not work beyond the end of this period unless trial licences are provided by Latitude IT at its sole discretion or licences are purchased by the licensee. In order to license a computer to run Fileport Latitude IT will issue a licence serial number to be entered into the appropriate field in the Fileport user interface and upon that computer's connection to the Latitude IT licence server via Port 80 its MAC addresses, IP number and machine name will be recorded by the Latitude IT licence server to activate the licence and to facilitate technical support.

8. Refund Policy

Fileport is offered with a free trial to ensure the user can make an informed decision that the software is suitable for purchase. We regret refunds are not available once a serial number has been issued.

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