Thank you for purchasing software from Logical Developments

Information and charges for support and software change requests

Warranty: Warranty period is 30 days *Please see our Warranty Policy for more detailed information*
A free of charge correction will be made: Where the software does not operate as advertised (eg in the development specification), and this is reported to LD within the warranty period.

Updates: Updates are available as automatic downloads
- Within the warranty period (30 days from installation)
- When a valid Support Agreement is in place (see: Support Agreements)

Development and Support:
- Standard hourly charge: $231.00 Inc GST
  (For discounted rate see: Support Agreements)
- Other development or change requests for the software
  - Minor changes charged at hourly rate
  - Major changes are quoted
- On site support (minimum 1 hour charge)
- Phone/remote support (minimum 15 minute charge)

Support Agreements - Pre-paid:
- Agreements are perpetual until Cancelled
- Updates to software are available automatically
- Support hours may be applied to any possible support/development charges

Agreement Options with Terms and Conditions:

A - Updates Only @ $528.00 per annum

B - Updates and 10 Hours of Support Package @ $1,848.00 per package
- As pre-paid hours are consumed, a "Support Usage" invoice for $0 will be issued, with details of how the hours were applied.
- When balance of hours falls below 2: the client will automatically, be charged for an additional package
- Unused hours will expire 12 months from the last 'charging' invoice

Additional Users (Omnis Studio License)

Additional user license fee	$583.00 per user
Online Integration 10-user JsClient access license	$2,970.00 per multiple of 10-users
Mobile Access 10-connection license	$748.00 per connection package

System Upgrade: to a new version of Omnis Studio (Relevant if your current version is less than Studio 8)
Upgrade to a newer version of Omnis Studio

User License (Runtime) Upgrade	$286.00 per user
Online Integration 10-user JsClient access license Upgrade	$1,672.00 per multiple of 10-users
Mobile Access 10-Connection license	$407.00 per 10-connection pack

LD Software Annual Fee includes Omnis Software automatic updates - add the Support Agreement of your choice
Total number of users = (Runtime Licenses x their user-count) + (Online packs x 10) + (Mobile packs x pack-count)

1 to 19 users (per user)	$99.00
20 plus users (per user)	$77.00

Web Hosting (per annum)	187.00

Annual Fees charged 1st February (mid-year start charged pro-rata)
All prices quoted are GST inclusive

Last Updated: 1 May 2023