

Information on the Purchase and Renewal of the Normica Service Contract (Subscription)

Purchase of a service contract

The Normica subscription (service contract) is available when purchasing a new license, update or upgrade of a product.

If the first billing date for the contract is...

- in the first half of the year (January 1 through June 31), the contract is concluded up to the end of the current calendar year.
- in the second half of the year (July 1 through December 31), the contract is concluded up to the end of calendar year following the year in which the contract is concluded.

If the contract is concluded in the course of a calendar year, the annual fee is charged on a pro-rata basis per month and is also due and payable in advance. The month of purchase applies for billing purposes.

Therefore, the initial term of a Normica service contract is 7 to 18 months. The annual fees are due and payable in advance.

Terms of two or three years are also available. Customers who conclude Normica service contracts with a term of several years benefit from price protection during the contract term. However, said price protection applies solely to the software specified in the service contract. The current subscription prices are found in the Normica Shop. They are also available from Normica GmbH or your Normica sales partner upon request.

Network licenses

In case of network licenses (Normica floating license), the Normica subscription must always cover all installations and cannot be obtained for part of the installations only. If additional licenses (clients) are acquired for a network license during the term of a subscription contract, they have to be added to said service contract for the remaining term in exchange for payment of a pro-rata fee.

Definition of licensee roles

License manager/purchaser of the license(s): This person holds all contract-related rights and receives contract renewal reminders from Normica. He or she also assigns user access rights and agrees that Normica may provide users in your company with his or her name, contact information and other data that has been provided.

User: All users of Normica licenses with access rights to subscriptions for the contractual customer. These rights are assigned by the license manager, and may also include rights to download updates and upgrades. As a user, please remember that information contained in support requests can be viewed by the license manager and other users within your company. This information may also be viewed by your Normica sales partner.

Renewing a service contract

The license manager, and users if applicable, receive reminder e-mails regarding the renewal of the Normica subscription prior to the expiry of the service contract.

Please inform us of e-mail address changes in a timely manner.

A service contract should be renewed before it expires. If you decide to renew after the expiry of the contract, you will be billed for time retroactively from the end of the contract plus processing fees if applicable. Additional fees are payable for some products.

In some cases, recently expired Normica service contracts can be renewed retroactively in exchange for payment of the renewal fee plus a small late fee. In this case, the late fee is charged for each product installation with a subscription.

All information on this topic and confirmation whether retroactive renewal is possible in your case is available from Normica GmbH or your Normica sales partner.

Updates and upgrades

With your Normica subscription, you receive all upgrades and updates released for the products specified in the service contract during the contract term. An upgrade is a commercial version of the software featuring extended or enhanced software functionality, for which Normica GmbH normally charges a fee.

These updates and upgrades can be automatically installed via an update function in the Normica program. Upon request, these updates or upgrades can also be delivered to the customer by e-mail or regular mail in exchange for a fee.

Normica Reporter web support

Within the scope of web-based support, you have the option to submit technical questions and files to Normica experts over a secure connection using the Normica program. The answers are provided to you via e-mail or on the web. Our technicians strive to answer questions within 2 working days from the date of receipt. Initially you will either receive an answer, a proposed solution or a request for more information required in order to provide an answer.