exocad NA Reseller Transfer Request

As a convenience, exocad end-users may request a change of reseller at any time, for any reason. The process is Initiated by the end user using this form. exocad, their current reseller, or the new reseller reserve the right to deny any change of reseller transfer for any reason, there is no appeal possible. There are 3 steps to the process:

1) First, the end user must fill out the first part of the form, sign, scan/e-mail or FAX this form to both their current reseller and support@us.exocad.com or FAX: 1 (617) 963-1506

2) The current reseller fills out the 2nd part of this form, signs, and scan/e-mail/FAX's this form to exocad NA. For domestic transfers, reseller has 2 weeks to approve or deny the request, or the release will be approved by default. Foreign dongle approval times are longer. Customers with outstanding financial obligations to the current reseller should be denied transfer.

3) Upon receiving the completed transfer form, exocad will contact the new reseller and transfer the existing dongle or issue a new dongle with the same modules. The new reseller will contact the end-user to pay any update fees, (plus $300 if a new dongle, if required). If a new dongle is required, the end user must return the old dongle to exocad NA prior to the issuing the new dongle. **

4) Upon completion of the above steps, the new reseller will perform software updates and migrate the existing case data, however full data migration is not guaranteed. Also, in general, new resellers cannot provide service and support on 3 rd party scanners or mills from other resellers. Additional end-user training is at the normal terms of the new reseller.

End User Request - I hereby request to change my exocad reseller

From (Reseller Name):   To: (Reseller Name):

Dongle #:   End-User Email:

End-User Name: End-User Phone:

Reason for Transfer: (can be left blank)

End-User Signature: Date:

Current Reseller Reply

__ I approve the transfer of this customer *or* The reason is:

__ I deny the transfer of this customer   __I choose not to disclose the reason.

Signature: Date:

** different terms may apply for exocad GmbH swap dongles