

Accountable Software Return Policy

On occasion and for various reasons, a Customer will fail to implement a new Product purchase on a timely basis. When the Product is finally implemented, the Customer may determine that a different Accountable Software product is more suitable to its needs; accordingly, Customer will seek to exchange a previously purchased Product for another. While any exchange shall be at the sole discretion of Accountable Software based upon circumstances to be determined, the following represents a general framework under which Accountable may consider a Product exchange.

Exchange of a purchased Product for a different product described on the Accountable Software Price List shall be based upon timeline considerations, especially the time differential between the date of original Product purchase and the date of original Product installation and implementation. Moreover, consideration will be given only to those instances wherein Customer requests a Product exchange within a reasonably immediate period of time from the date of original Product implementation. In the event of a Product exchange, pricing differences between respective products, if any, shall be reconciled commensurate with the exchange.

Any Product exchange shall be further conditioned upon the following:

- End-User Customer must initiate an exchange request
- Product must be uninstalled at all Customer and Customer-related sites
- All electronic and physical registration keys must be removed from all Customer and Customer-related sites, and be returned to Accountable Software or otherwise verifiably destroyed to the satisfaction of Accountable
- Customer must execute and return the attached Customer Acknowledgement and Representation Form to Accountable Software; Form shall be prepared by Accountable

This Exchange Policy applies to Product sales only. It does not apply to Professional Services or to Products which have been customized or otherwise altered in any form, whether such alteration occurred as a condition of sale or subsequent thereto.

Accountable Software reserves the right to decline any Customer request to exchange a previously purchased Product.