

QI MACROS® LICENSE AGREEMENT

QI Macros licenses are NOT shareable. QI Macros does not offer “shared,” “floating,” “rotating,” or “concurrent use” licensing. If a single QI Macros license exists on two computers or two user profiles at the same time, **it is a violation of this EULA.**

Agreement: This QI Macros license agreement is a legal agreement between the company, you the end-user, and KnowWare International, Inc. By purchasing, installing, or using QI Macros software, you agree to be bound by the terms of this agreement. QI Macros is protected by U.S. Copyright and Trademark laws. **You may not copy, share, rent or lease QI Macros**, any of the tools or templates within QI Macros, or the documentation accompanying it.

License: QI Macros is licensed on a “one license per individual named user, per computer” basis. This is known as a “seat” license. Users who wish to load the software on more than one computer for their individual use must purchase additional installation rights for those installations.

Ownership: Standard QI Macros licenses purchased under a company name are owned by the company. A company may permanently transfer a standard QI Macros license from one user to another (e.g., from a user leaving the company to a new user) provided the software is uninstalled from the old user’s computer(s). License holders may acquire license transfer instructions by contacting support@qimacros.com. **An individual user may not transfer a license between companies** without written permission from the company who purchased the license.

Training Costs: Too often, companies try to save money on software, rather than maximize the productivity and profitability of their improvement specialists. A typical Green Belt can save \$10,000/year, but not without QI Macros. Team members will need QI Macros to sustain improvements. The practice of purchasing licenses for one group or team and rotating those licenses to another group or team (e.g., one training class to the next one) is both “shared” and “rotating” licensing, which are strictly and specifically prohibited.

QI MACROS MAINTENANCE POLICY

QI Macros will fix any bug discovered within 12 months of purchase. While every new release of QI Macros seeks to be backward compatible, it cannot pretend to be forward compatible with future changes to Microsoft Excel, Windows or macOS. KnowWare International, Inc. cannot guarantee that your older version of QI Macros will work with newer versions of Excel, Windows or macOS.

To meet varying customer needs, we offer:

- To fix any bug for free, provided the bug is reported within 12 months of purchase.
- To fix any compatibility issue for free caused by new Microsoft service packs within 12 months of purchase.

To get bug fixes 12 months after purchase, purchase an upgrade. Bugs or compatibility problems occurring after 12 months, or issues resulting from a new edition of Microsoft Office, Mac or PC operating systems will require a purchased upgrade to the latest version of QI Macros.

QI MACROS UPGRADES AND ENHANCEMENTS

QI Macros is upgraded on a regular basis whenever customers request new functionality or when a new release of macOS, Windows or Excel necessitates changes. Recent upgrades are listed here: <https://www.qimacros.com/support/upgrades/#list>.

Current registered users are eligible for an upgrade discount. Customers must purchase an upgrade for each license to be upgraded.

QI MACROS TECHNICAL SUPPORT

QI Macros offers complimentary support for registered users for a period of four (4) years following purchase, provided the end user has an operating system and edition of Microsoft Office that are 100% compatible with the QI Macros version purchased.

Customer Tech Support: Answers to frequently asked questions and common error messages can be found online at: <https://www.qimacros.com/support/qi-macros-tech-support>.

IT Specific Tech Support: <https://www.qimacros.com/pdf/qimacros-fact-sheet.pdf>

Live Support: We also provide technical support via email, chat and phone from 8:00 a.m. to 5:00 p.m. U.S. Mountain time, Monday through Friday. Questions may be addressed to support@qimacros.com or by calling 888-468-1537.

QI MACROS FREE TRAINING

QI Macros Training: Free training is available 24/7/365 at <https://www.qimacros.com/training/videos/>

Free Yellow Belt Training: www.lssyb.com