

Terms and Conditions

These terms and conditions apply to all purchases of WiseMo products.

WiseMo Shop and myCloud accounts

In order to make on-line purchases of our software products and subscription services, you have to establish an account with us. You are responsible for maintaining confidentiality of your account and password and you agree to accept responsibility for activities that occur under your account and password. You must be over the age of 18 to establish an account at the WiseMo Shop.

Try for free before you Buy

We offer our products and subscription services under our “Try for free before you Buy” terms. This means, you have the option to test our products in your environment, for 30 days without paying license fees. IT ALSO MEANS, that you are NOT allowed to use our products and subscription services for free, after you have finished your testing. Before you decide to purchase our products or subscription services, it is your responsibility to ensure that our products and subscription services are fit for your particular purpose and that they work satisfactory in your environment. For our subscription services, volume limitations may apply during the free trial period. Should such volume limitations impact your testing, please contact sales@wisemo.com. WiseMo reserves the right at any time to terminate the availability of our Free Trial programs.

Prices

All prices shown for WiseMo web shop purchases may differ from our published price lists for non-Webshop purchases. To the best of our knowledge, the prices shown are correct at the time of display. Due to exchange rate fluctuations final pricing may change. At the end of the ordering process, we will show final prices and the total amount, including possible VAT, prior to your decision to place an order. This is the amount that will be charged your credit card.

Third party costs

WiseMo products may create substantial data traffic, for example when you transfer large files or high definition screen information. Even when not actively accessed, a WiseMo module waiting for connection may create data traffic through polling activity. Such data traffic may incur charges to you from your supplier of data network, for example from your Mobile operator, depending on the type of service you subscribe to. Please notice, roaming charges for data traffic when abroad may be especially high. WiseMo cannot be held responsible for any charges you may incur from third parties.

Payment

Products are delivered upon receipt of payment. For shop purchases credit card / debit card are used. If you prefer other terms, you are welcome to contact sales@wisemo.com Perhaps a reseller close to you can provide the terms needed.

Availability

Our products are globally available 24/7 via web shops. You may also choose to trade with a reseller of ours.

Delivery

When you purchase a Subscription service, it will be available to you at least for the duration of your subscription period. Upon expiration of your subscription, we will maintain your domain settings and other account information for a limited time period, (at least one month) making it easy for you to renew your subscription. Prior to expiration of a subscription, we will inform you by email that your subscription is about to expire. However, it is your responsibility to

ensure an active subscription is in place for the period you need to use our services. We may also email you after the expiration of your subscription to encourage you to re-activate your subscription.

Perpetual licensed software, purchased via our web shop, consist of license keys and download links. This is available in your WiseMo Shop account. We also send you an email with the License keys and download links.

For other types of purchases, delivery is in the form of a license document supplied via email. It contains license keys and download links.

All download links are available for at least 1 month from date of purchase. We suggest you download the software shortly after your purchase and store it and your license keys safely in an environment you control.

Support

You are welcome to contact our support with any enquiries you may have, whether it is trial software or purchased software. Please visit our web site at support.wisemo.com and fill out our support form.

Hosted systems

WiseMo services such as myCloud, Skin server, Web shop, Web update and download links depend on external hosted systems. WiseMo strives to keep these systems up 24/7 by having chosen well esteemed hosting providers, by monitoring the systems and by using a fault tolerant architecture. Despite that, WiseMo cannot guarantee or be held responsible that these systems will not be down for shorter or longer periods of time.

The systems may also be down for scheduled maintenance. Scheduled maintenance will be kept short and be announced in advance.

Refund / Return

Unless otherwise dictated by Danish law, you are not entitled to return purchased products for a refund. To ensure your satisfaction, we offer you to Try for free our software before you buy. It is your obligation to ensure the software fits your specific purpose and that it works satisfactory in your environment.

Export restrictions

WiseMo products are subject to US and EU restrictions preventing trade with specific countries, entities or persons. We are subject to U.S. export restrictions due to integrated 3rd party libraries licensed to WiseMo under U.S. law. Currently we are for example unable to export to the following countries: Cuba, Iran, North Korea and Syria.

Jurisdiction

All purchase transactions with WiseMo, including the use of WiseMo shops, are governed by Danish law.

Termination

WiseMo reserves the right at our sole discretion to terminate the availability of our products and subscription services. For subscription services, this means you cannot continue to use the service when your subscription period comes to an end and you may no longer have access to data you may have stored in connection with the subscriptions services.