



DONGLE PROTECTION

*Cover your
dongle for
loss, theft
or damage*

*Peace
of mind*

*Quick
and easy
replacement
process*



Dongle Protection will cover your dongle for loss, theft or damage, giving you the peace of mind you need when making your software investment.

Don't get caught out, make sure you protect your business! Without the security dongle you will not be able to use your EmbroideryStudio e4 software, so make sure that you have the cover you need.

Wilcom Dongle Protection is highly recommended for all EmbroideryStudio e4 customers; it protects your software and means you'll never be left out of pocket!

www.wilcom.com

Terms and Conditions

1. How the Wilcom Dongle Protection Policy Works

- 1.1 Dongle Protection can be purchased at any time for a new or existing qualifying software license. Dongle Protection can also be purchased when updating or upgrading an existing license.
- 1.2 If Dongle Protection is purchased, your dongle must be timed for a period of up to 12 months. For existing software licenses, you will be required to enter codes which Wilcom will provide to time your dongle and provide proof that the codes have been activated.
- 1.3 Dongle Protection fees are paid annually and cover a 12 month 'Protection Period'.
- 1.4 Your 12 month 'Protection Period' is valid from the date of purchase.
- 1.5 Dongle Protection Holders will be invited to renew their policy 30 days prior to the expiry of their existing Dongle Protection Period.
- 1.6 Dongle Protection Holders are covered for any loss, theft or accidental damage of the dongle that occurs during the 'Protection Period'.
- 1.7 Dongle Protection renewal is optional.
- 1.8 If Dongle Protection is not renewed Wilcom will provide codes to permanently enable your dongle.

2. Processing a Claim

- 2.1 A claim must be made within 30 days of the Dongle being lost, damaged or stolen.
- 2.2 In the instance that a Dongle claim arises as a result of theft, the Claimant must supply a certified copy of the official Police report describing the events resulting in the theft of the Dongle.
- 2.3 In the instance that a Dongle claim arises as a result of loss, the Claimant must supply a declaration explaining the events resulting in the loss of the Dongle.
- 2.4 Dongle Protection customers are required to make a claim by filling in a Wilcom Dongle Protection Claim Form.
- 2.5 Wilcom will send a replacement Dongle within three working days from the receipt of the Wilcom Dongle Protection Claim Form.

3. Exclusions and Limitations

- 3.1 Dongle Protection cannot be cancelled once the 'Protection Period' has commenced.
- 3.2 Wilcom reserves the right to refuse the purchase and renewal of Dongle Protection.