



exocad America 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.

- 1) First, the end user must fill out the first part of the form, sign and e-mail this form to BOTH their **current reseller and service-northamerica@exocad.com**.
- 2) The current reseller fills out the 2nd part of this form, signs and e-mails this form to exocad NA. For domestic transfers, current reseller has 10 days to approve or deny the request, or the release will be approved by default. **For foreign licenses, approval is required prior to transfer.*** The accepting reseller will contact the end user for any applicable fees due. Customers with outstanding financial obligations to the current reseller will be denied transfer.
- 3) Upon receiving the completed transfer form, exocad will contact the new reseller, quote the transfer cost (if any) and transfer the existing license or issue a new license (if applicable) with the same modules. If a new license is required, the end user must return the old license to exocad NA within 10 business days of transfer to avoid being charged for the replacement license.
- 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 3rd 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): _____

License serial #: _____ **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 licenses