



Maxim LIS Usage Policies

Offline Online Maxim LIS ERP system

Birlamedisoft® Pvt Ltd has created these various policies to demonstrate its commitment to serve its customers. These policies are applicable to Maxim LIS & Maxim VISTA LIS ERP Laboratory Information System product. These ERP systems works in Offline – Online modes.

Terms & Conditions

1. Product is Guaranteed/warrantied for 1 year from the date of purchasing.
2. There is no product expiry period. It's LIFETIME LICENSE issued to you.
3. After one year of free support, AMC is compulsory. AMC (Annual Maintenance Contract) amount is min INR 11,800 or 10% of order value, whichever is higher should be paid to us to receive continue support.
4. AMC must be in force to receive support.
5. If customer wants to transfer license from one computer to another computer, it can be done under reinstallation charges of INR 11,800/- per installation.
6. From old Server, your Maxim LIS software needs to be deactivated first.
7. If we do not trace any old installation of Maxim LIS on your Server, then it will be treated as new installation only and full software amount is chargeable to you.
8. If WhatsApp/SMS package is taken, it must be Purchased/Renewed time to time.
9. WhatsApp & SMS pack latest cost will be given to you at the time of purchase.
10. Maxim LIS is copyrighted product. Any copying contents, duplication, piracy of the product, using evolution copy for commercial usage is strictly prohibited. Legal action will be initiated on you.



11. We do not take guarantee of recovering lost data. We will try to save your data but do not give any guarantee for it.
12. In a genuine case, if reactivation of software needs to be done, then only **One-time** reactivation key can be provided. Reinstallation charges needs to be paid.
13. Reactivation key will be given only after proper due diligence of the case. Customers need to provide genuine proof for reinstallation of the software again.
14. Whether to issue **a new activation key** is sole discretion of Birlamedisoft. If we do not find your case is genuine, you cannot receive free re-activation key.
15. Maxim LIS is electronically downloadable setup files. Customers need to download all these setup files and installation is done/completed by our expert team of engineers who take remote access to your computer/server system to finish installation process.
16. **There is Not any Refund or Cancellation policy for Maxim LIS.** Money paid can't be refunded at All. Customer has ordered Maxim LIS Software only after taking the Maxim LIS demonstration and satisfactory performance of the product.
17. Maxim LIS system is fully activated when full payment for the software is made. Till you do not pay full amount of software, it will be treated as Temporary-activated license mode only. Temporary activation will get expired after certain times.
18. Once installation is done successfully, our expert team will give product training to customer. Enough training, operation manual, video tutorials are given to customer for fully understanding product usages. Softcopy of study material will be given, which should be used for self-learning process. Our experts will give 1-2 days of training to you.
19. Maxim LIS product Installation, training & after sales support is done remotely.
20. Birlamedisoft support dept is handy to resolve any issue. It goes in 12 months of free technical support. Our technical support dept takes care of providing UpToDate information about product usage, solve any issues faced by customer, provide them training to use software etc. like many activities are handled by our support dept.
21. Support is provided by taking remote access to customer computer system.



22. Our support dept works as per IST time only. Mon-Fri 9.30 AM to 6.30 PM, Saturday 10 AM to 2 PM only. Support is not available on weekly holidays (Sunday) & Public holidays. In extreme emergency, customer can contact us on email info@birlamedisoft.com, or send message on WhatsApp No +91 9011026090.
23. Customer can check by visiting our websites www.birlamedisoft.com, www.pathogold.com to get the latest contact details to reach to Birlamedisoft Sales & Support Dept.

Still if you find any queries to be answered, please, contact: Birlamedisoft Pvt Ltd at email info@birlamedisoft.com CC to Birlamedisoft@gmail.com

For further details, contact

Birlamedisoft Pvt. Ltd. An ISO 9001:2008, ISO 20000, ISO 20000 Certified Organization. ISO 27000 Certified Organization.	111, Gulmohar Centre Point, Off Pune Nagar Rd, Viman Nagar Corner, Viman Nagar, Pune 411014, INDIA. Landmark: Near Kothari Wheels Maruti Showroom, Email: info@birlamedisoft.com , birlamedisoft@gmail.com WhatsApp: +91 9011026090, 9422521434
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