



PathoGold Usage Policies

Offline PathoGold Products

Birlamedisoft® Pvt Ltd has created these various policies to demonstrate its commitment to serve its customers. These policies are applicable to PG5, PathoGold Premium, PathoGold Extension Studio, PathoGold Extension Studio Plus, PathoRAD Extension Studio Plus, PATHORAD 2005, PATHOGOLD CELLCONNECT etc. and all Birlatech /Birlamedisoft offline desktop based, Laboratory Information System product.

Terms & Conditions

1. Product is Guaranteed/warrantied for 1 year from the date of purchasing.
2. There is no product expiry period. Its LIFETIME LICENSE issued to you.
3. After one year of free support, we do not ask for any AMC amount, but if customer is looking for support, then an AMC (Annual Maintenance Contract) amount of INR 3,600 per year should be paid to us to receive continue support. One year AMC is counted from the day you make payment. From there 1 year is counted.
4. If customer wants to transfer license from one computer to another computer, it can be done FREE by us during warrantee period or during AMC period.
5. From old PC/Laptop, your software will be deactivated first.
6. If we do not trace any old installation on your PC/Laptop, then it will be treated as new installation only and full software amount is chargeable to you.
7. If WhatsApp/SMS package is taken, it must be Purchased/Renewed time to time.
8. WhatsApp & SMS pack latest cost will be given to you at the time of purchase.
9. PathoGold is copyrighted product. Any duplication, piracy of the product is strictly punishable offense.
10. We do not take guarantee of recovering lost data. We will try to save your data but do not give any guarantee for it.



11. In a genuine case, if reactivation of software needs to be done, then only **One-time** reactivation key can be provided. 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.
12. 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.
13. For reinstallation, customer should provide us **Original Transaction ID**. The Transaction ID is found in your email box received from pathogold@gmail.com.
14. PathoGold 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.
15. **There is Not any Refund or Cancellation policy for PathoGold**. Money paid can't be refunded at All. Customer has ordered PathoGold Software only after taking the PathoGold demonstration and satisfactory performance of the product.
16. 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 Hrs of training to you.
17. PathoGold product Installation, training & after sales support is done remotely.
18. 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.
19. Support is provided by taking remote access to customer computer system.
20. 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.
21. 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

<p>Birlamedisoft Pvt. Ltd.</p> <p>An ISO 9001:2008, ISO 20000, ISO 20000 Certified Organization. ISO 27000 Certified Organization.</p>	<p>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</p>
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