

## **New Policy: Replacement Installation CDs**

The following policy change will not affect the vast majority of our users, and we believe it is quite fair.

Over the past fifteen years we have been very generous in supplying replacement installation CDs to our users. We understand that CDs can get damaged, misplaced etc. However, what we are beginning to experience more often are users who utilize IT services, i.e., “computer guy” to maintain their computers, networks, software etc. There is a tremendous turnover in IT support so the IT person who installed the software three years ago has been replaced twice, and the latest guy has no idea where to find the manuals, installation CDs, which version is being used etc. This creates a tremendous amount of effort for us to get this all sorted out, get the installation CDs in the mail - and of course the users need this done immediately!

We recommend that users immediately make a backup copy of the installation CD and put it in a safe place with appropriate information, i.e., version number, purchase date and of course, FastTrack user ID. This will avoid the **vast** number of problems.

### **New Policy**

- If a user requests a replacement CD and they purchased the latest major upgrade there will be a \$50 replacement fee paid for by check. For example, if you purchased V6.X and V6.X is still the most recent version then the fee is \$50
- If the user needs a replacement CD for a version that isn't the latest version, then they will automatically be required to upgrade to the latest version. For example, if you purchased V5.X and the latest version is V6.X then you will be required to pay the upgrade cost and we will send you the new version installation along with new manuals.
- If a user has an older version and insists on a installation CD for that older version then the fee will be the upgrade price **plus an additional \$50** to make the old version installation CD; however, if they require an installation for a very old version that just isn't possible because we don't keep very old versions around. An example, if you currently have V5.X and the latest version is V6.X then you will be required to pay the upgrade cost plus \$50 for the V5.X installation CD. Of course we will send you the V6.X version installation along with new manuals. *(You may ask why someone would want to keep running an old version. The reason is that they are very happy with their strategies and sometime we make changes to logic in the new version that could have an effect on their strategy.)*