

Alignd Labs: Reqchoir Licensing FAQ

1. Can I evaluate a product for free before purchasing it?

Yes, we offer fully-functional free evaluations for a period of 14 days. When your evaluation expires you can convert to a licensed, non-trial account (retaining and carrying over all of your data from the trial period) by contacting our sales team (sales@aligndlabs.com). Note that trial accounts that are not converted within 14 days of expiration (30 days from date of creation) are deleted.

Evaluations do include access to our support resources. However, please note that we do not provide data backups for evaluations, only for licensed customers. Trial accounts initially support up to 20 users (by default), however you may request additional users at no cost by contacting: support@aligndlabs.com.

2. Is any installation needed for Reqchoir software?

Reqchoir is cloud-based (online only) software, and does not require any installation on local client or server machines.

3. How much do Reqchoir licenses cost?

Current pricing information is always available online at <http://www.aligndlabs.com/buy>

Reqchoir licenses are based on online purchase and activation (which is immediate following payment).

There are two licensing options: monthly or annual subscription. Annual terms are a one-year commitment.

4. Does Alignd Labs offer discounts?

Annual-contract subscription licenses receive a 20% discount per user. For large enterprise accounts, contact sales@aligndlabs.com for information regarding volume pricing.

5. Which payment methods are accepted, and what are your payment terms?

Alignd Labs utilizes PayPal transaction services to securely handle license payments. During the ordering process, you will have a range of payment method options (including major credit cards, debit cards, PayPal account). Alignd Labs does not ask for or store customers' financial information.

Our payment terms are strictly Net 0-day. This means that your subscription (online access to Reqchoir) will be made available as soon as full payment is received. If you encounter any issues in ordering or account activation, please contact sales@floruitlabs.com.

6. How can I cancel a subscription?

To cancel an existing subscription, please contact sales@aligndlabs.com. Your subscription will then terminate at the end of the current billing cycle. No credit is offered for canceling an account prior to the end of a billing cycle.

7. Can I get a refund?

Refunds for Reqchoir licenses are available within the first paid month after the evaluation period for monthly subscriptions and within 30 days of payment for annual contracts. After these periods we cannot offer refunds.

To request a refund during the first month of paid service, please include your refund request when you email sales@aligndlabs.com to cancel your subscription.

8. What support does Alignd Labs offer for Reqchoir?

All accounts, including trial and paid-license, are eligible for the following:

- Online support ticket creation: www.floruitlabs.com/support.html
- Ticket creation via email: support@floruitlabs.com
- Customer Support & Community Portal: <https://desk.zoho.com/portal/aligndlabs/>

Our team is available 8am-8pm, 7 days a week, Pacific Time. You may of course submit support tickets at any time, but responses will be based on our processing of tickets within each day's support window.

Priority-1 issues: 1 hour

Priority-2 issues: 4 hours (Note that weekend support coverage is only for P-1 issues).

9. How can I change my Reqchoir account password?

To change your password:

Visit www.floruitlabs.com/login.html and log in with your existing username and password.

From the Reqchoir dashboard (homepage), click "My Profile" in the navigation bar; click on the "Edit" link.

10. Can I request a feature?

Yes! We always value (and very often incorporate) customer feedback into our product development.

Please send your comments and suggestions to beta@aligndlabs.com.