LICENCE, SUPPORT AND RENEWAL TERMS

These terms describe what an SMFW Weighment Software licence covers. They are summarised here in plain words; the quotation and invoice are the commercial documents.

1. THE LICENCE

- The licence is issued by Symphony Weighing Leader (S.M.F. Enterprise) for **one cabin PC**, identified by the PC's licence request code. It works offline; the software checks it on the PC without internet.
- Editions: **Basic, Pro, Max, Ultra**. What each covers is on the price sheet and in Settings › Licence on the PC. Phones and users are counted per edition; extra phones can be added.
- A **one-time (perpetual) licence** keeps working after the first year. The first year of updates, remote support and SMFW Connect is included; from year 2 a yearly renewal keeps those three. Without renewal the software keeps weighing with the version it has; updates, remote support and SMFW Connect stop.
- A **subscription licence** covers everything for one year at a time. It must be renewed before expiry to keep weighing.
- Moving to a new PC: Symphony re-issues the licence against the new PC's code at no charge once a year; the old PC's licence is retired.
- Upgrading to a higher edition costs the difference between the one-time prices; the validity continues.

2. EXPIRY AND REMINDERS

The software reminds you 30, 15, 7, 3 and 1 days before the licence expires, on the PC and on owner phones, and by email when the day report is set up. After expiry there are a few grace days. Then the site becomes **read-only**: search, view and reprint keep working; weighing stops until the new key is installed. **No data is ever deleted** by an expiry. Setting the PC clock back does not extend a licence.

3. WHAT SUPPORT INCLUDES

INCLUDED	NOT INCLUDED
Telephone and WhatsApp support, working days 10:00 to 19:00, Technical +91 97251 68834	Hardware repair (indicator, load cells, PC, printer, cameras) unless under its own warranty
Remote support through the built-in SMFW Remote Support (you read a code and allow the session)	Site visits for issues that remote support can solve; visits are chargeable at the current rate plus travel
Official software updates for the covered period	Changes to Windows, networks, antivirus or other software on the PC

INCLUDED	NOT INCLUDED
Help with phone pairing, email setup, printer setup and backup setup	Recovery of data from a PC whose disk failed without a backup place set
Re-issue of the licence for a replaced PC (once a year)	Custom development; connectors (Tally, SAP, API, ANPR, RFID) are scoped and quoted separately

Response: an engineer answers within one working day; most remote-support sessions are the same day.

4. REMOTE SUPPORT RULES

Nothing connects without your 6-digit code and your OK on the screen. You choose *see only* or *see and control*, a red frame shows while the technician is connected, and Ctrl+Alt+End ends the session at once. Every session is written to the audit log and owner phones are alerted. The owner can switch on unattended access with a countdown; it is off unless you choose it.

5. YOUR DATA

- All records stay on your cabin PC and in the backup place you chose. Symphony does not receive your weighment data.
- SMFW Connect carries your phones' connection to your PC securely; Symphony does not receive your weighment data.
- Records are protected; Symphony cannot alter them either. If you stop using SMFW, your records remain readable on the PC and exportable to Excel and CSV.

6. UPDATES

Updates are issued by Symphony; the PC accepts no other. Updates are installed by you or by a Symphony technician through remote support, usually in under five minutes, and never during weighing without your OK.

7. PRICES AND TAXES

Prices are on the SMFW price sheet of the quotation date, in INR, GST 18% extra. Hardware is quoted separately. Payment terms are on the quotation.

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