



Irisity SUP™ – Terms and Conditions

Irisity SUP™

Empowering Your Irisity Experience, Today and Tomorrow

Irisity, powered by Agent Vi, offers cutting-edge video analytics solutions that are continually enhanced for improved safety, efficiency, and power. The Irisity Software Upgrade Plan (Irisity SUP) is designed as a software maintenance service to protect your initial investment and ensure the robustness of your system. The Irisity SUP is subject to Irisity the [Support Policy](#) and can be purchased for a coverage term of 1 to 5 years.

Here's what you get with Irisity SUP:

Recurring Software Upgrades:

Software upgrades are released periodically, providing enhanced features, security and improved performance. With an active Irisity SUP you receive access to recurring software updates, ensuring that your Irisity video analytics platform remains up-to-date with the latest features, improvements, and security enhancements.

Full Return on Your Initial Irisity Investment:

Irisity provides a trade-in policy for its software products, allowing customers to safeguard their investments in Irisity solutions.

The trade-in policy offers two options:

Software Update: Upgrade to a newer version of the same Irisity product.

Software Upgrade: Transition to a more advanced product, for example upgrading from Essential to Enterprise.

Refund Policy for Trade-in:

Customers with active Irisity SUP are entitled to a 100 percent refund of the current recommended retail price when trading in licenses for their existing Irisity products. Customers without Irisity SUP coverage are entitled to a 30 percent refund of the current recommended retail price of their existing product.

Refunds from trading in software products cannot be converted to a cash payout, voucher, etc. They must be used to purchase other Irisity products.

Acquiring Your Irisity SUP

An Irisity SUP agreement can be purchased at any time. There is a 30-day grace period, after either the initial Irisity purchase or the expiration date of an existing Irisity SUP agreement, in which the end user can purchase or renew the Irisity SUP under standard coverage terms. The Irisity SUP coverage begins on the initial purchase date for new systems or is added after the Irisity SUP expiration date for extensions.

When adding new device licenses to a system with active Irisity SUP, the customer is required to purchase Irisity SUP with each additional device license. It is necessary to acquire Irisity SUP to align with or exceed the system's existing Irisity SUP expiration date. The customer can order Irisity SUP with a matching monthly term or extend it for at least a full year beyond the expiration date.

Irisity SUP™ – Terms and Conditions**Irisity SUP™ savVi Opt-in Campaign**

Irisity offers a campaign for its existing savVi customers. As savVi has been announced End of Life 31 March, 2022, Irisity is offering a 3-year Opt-in promotion giving savVi customers the possibility to exchange from savVi to IRIS+ ("Product Exchange").

savVi Opt-in Campaign Period:

Irisity offers the savVi Opt-in Campaign for a term of three (3) years, starting from the date on which the license certificate for the savVi Opt-in Campaign was issued ("Campaign Period").

Benefits:

SavVi customers who have purchased a three (3) year savVi Opt-in Campaign under this offer will have free access to the Product Exchange during the Campaign Period. The Product Exchange is a software-only exchange and does not include any hardware and does not entitle customers to any software upgrades or support for their savVi installation.

Trade-In Credit Terms

Upon acquiring the savVi Opt-in Campaign per video channel, customers are entitled to a 100% trade-in credit to trade-in this savVi Opt-in Campaign for the Irisity Software Upgrade Plan (SUP) for IRIS+. The trade-in to the Irisity SUP for IRIS+ remains valid for the remaining period initially stipulated in savVi Opt-in Campaign Period.

	Irisity SUP	savVi Opt-in Campaign
Support	X	
Software Upgrade	X	
Trade-in	X	X
Product Exchange		X