



New Installation Due to System or Software Failure Request Form

Instructions:

- 1.) Please complete this form with as much information as possible.
- 2.) The software licensee (the "Requesting Party") must sign and date the completed form. If the license is owned by a company, the form must be signed by an officer of the company.
- 3.) Fax the completed form to 650-989-2145, or scan and email it to support@jollytech.com.

For office use only:

Approved / Denied

Tech: Date:

Ticket#

A Support Representative will contact you within 3 business days after the form is received.

Note: Users must have an active Software Assurance Plan or Technical Support Plan (Gold or Silver only) to request a new installation. Under normal circumstances, a software license may be transferred to a different workstation using the in product activation wizard. This request form is for a New Installation due to a system or software failure that is outside of the normal activation process.

Do you have an active Software Assurance Plan associated with this license? (Yes / No) – circle only one

If yes, provide your order number: _____

Do you have an active Technical Support Plan associated with this license? (Yes / No) – circle only one

If yes, provide your order number: _____

Date Requested: _____

License Key: _____

Hardware ID (from new computer): _____

Contact Name: _____

Phone Number: _____

Email: _____

Company: _____

Address: _____

Describe the reason for request including the condition of the original computer that prevents the license from being transferred:

Is this request due to equipment failure? (Yes / No) – circle only one

Is this request due to Software or Operating System failure? (Yes / No) – circle only one



System Details:

- a. Workstation Brand and Model: _____
- b. If a result of hardware failure, which part(s) failed _____

Software Details:

- a. Operating System used on workstation: _____
- b. Version of Jolly Software: _____

If the previous software activation was lost due to theft, fire, or other physical damage, provide a brief description of the event including the date and time and a photo if possible:

Was a police report filed in relation to this incident? (Yes / No)

If yes, please provide a scan of the police report or enter relevant contact and case information below:

By signing below, Requesting Party agrees and confirms that the details entered above are correct and true, and that this request is not an attempt to use the software in a manner that violates the Jolly EULA stated in <http://www.jollytech.com/company/product-license-agreements.php>. Requesting Party understands that its software license allows for the installation of the software in one computer only. Requesting Party certifies that all instances of the software with the Software License Key noted above have been uninstalled and removed from all other computers. Furthermore, Requesting Party certifies that no other instances of the software with the Software License Key noted above are in use or will be used in the future. Requesting Party agrees that Jolly may audit its workstation to confirm that it has complied with the EULA.

Requesting Party agrees to pay the maximum fine of \$150,000.00 (ONE HUNDRED FIFTY THOUSAND DOLLARS) per instance of violation per U.S. Software Piracy Laws to Company if found in violation of the agreed to EULA. Requesting Party also understands that criminal prosecution may further lead to fines of \$250,000 and up to five years of jail time.

Requesting Party agrees that Jolly i.) has no obligation to grant an activation in response to this request; ii.) Jolly may deny this request for any reason; iii.) Jolly may immediately deny this and future requests if any information submitted on this form is found to be incorrect or misleading in any way.

Name:

Title:

Date:

Signed: _____



For reseller only:

If this request is submitted through a reseller, the following information is also required:

Reseller Contact: _____
Phone Number: _____
Email: _____
Reseller Organization: _____
Address: _____

Describe what steps reseller has taken to verify the information provided by the requestor:

I have verified all information is correct, and that the software is not in use on another computer.

Name:

Title:

Date:

Signed: _____