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License Maintenance Agreement

What is the maintenance agreement program?

Each copy of PLS_Toolbox and Solo, and other Eigenvector Products as indicated on the product's webpage, comes with a one-year license maintenance agreement. As long as this maintenance agreement is in effect, you will receive:

- All updates to the product for free
- Access to our help desk support services

While your maintenance is in-force, you can upgrade licenses for free from the "Buy/Upgrade" tab of your Eigenvector Research user account. After the license maintenance agreement expires, you can only download product versions for which you have already been licensed and you may be denied support from our help desk staff.

Note that if your maintenance expires, the software you have purchased does *not* stop working. It is only your access to new versions and help desk support that will be limited when your maintenance expires.

How do I extend my maintenance agreement?

You can purchase an extension of the license maintenance agreement at any time from 180 days before the agreement expires up to 1 month *after* the agreement has expired. The cost per year is 20% of a full industrial license or 25% of a full academic license. After the one-month grace period has expired, agreements will be assessed all the back maintenance due, plus a reinstatement fee of 25% of the annual maintenance cost.