

Terms and Conditions

INFRA Cube, Intelligence Framework Inc.

By using our products and services, you are agreeing to the following terms and conditions:

- **1** - The INFRA Cube platform is intended for medium-sized networks. The INFRA Mainframe platform is intended for large enterprises.
- **2** - The INFRA Monitor is a separated product from INFRA Cube and INFRA Mainframe and it is provided with a warranty only for INFRA Monitor dedicated platforms. Its feature can be available on other product as a gift, when agreed with the clients, but its functionality is not granted on licenses other than the specific INFRA Monitor platform licence.
- **3** - License duration is minimum of 12 months, that can be renovated with no need to change the hardware and its engine.
- **4** The hardware remains property of Intelligence Framework Inc. and it is rented to the client along with the consultancy services for INFRA and other products installation.
- **5** - The installation of working versions of external commercial or not commercial software (including Tenable or Rapid7 products and/or any other software provided) if considered necessary or agreed with the client, are included, but considered a **consultancy** that is external to the product INFRA. Such products are provided with a perpetual engine, the installation and the functionality during the terms of the INFRA Licence are granted, but not always the producer updates and support, that, when applicable, will be managed by Intelligence Framework or its partners.
- **6** - The timing for shipping is usually a month since the order, although the delivery may be delayed by the shipper.
- **7** - In case of software fail, there are several levels of assistance: through local partners enabled to sell to the final client, or directly through our technical team.
- **8** - In case of hardware fail, if not caused by a damage procured by the client, it is responsibility of Intelligence Framework's local partners to solve the problem or to replace the appliance, in accordance with Intelligence Framework and the final client.
- **9** - If the client damages the appliances, the licence can be unilaterally terminated, until a full payment of the hardware from the client to Intelligence Framework Inc. The producer will invoice to the client the sole hardware cost of production.
- **10** - Management and upgrading of the appliance is responsibility of the final client, that can use the graphic interface of INFRA to perform all operations. In case of a problem, it is always possible to get in touch with a local partner or with the Intelligence Framework team for suggestions.

These terms and conditions are valid since the acquisition of any **INFRA** products and can be unilaterally modified by **Intelligence Framework Inc.**