Purchase Conditions

IRON

Payment Processing

- **FastSpring Payment Support:** Our orders are primarily processed by FastSpring. If you need assistance processing a payment, you may contact them at support@fastspring.com or via https://fastspring.com/consumer-support/topics/Question-a-Charge/

- **Payment Methods:** Credit Cards, Bank Transfers, PayPal, Invoice (PO) and other local payment methods are accepted. Click here for info on checks and money orders.

- **Quotes:** You can generate a quote automatically by selecting Purchase Order or Wire Transfer (not available for subscriptions). Article: How to create an invoice before purchasing.

- **Net 30 Terms:** Iron Software can provide a singular Net 30 trial for pending payments on Purchase Orders and Bank Transfers. This allows for 30-days full access until a payment is completed.

- **Money Back:** All Iron Software licenses are one-off purchases and are backed by a 30-day money-back guarantee.

- **Full Tax Invoices:** All completed orders receive a full tax invoice upon purchase completion.

- **License Key Delivery:** License keys are delivered automatically when payments are completed.

Tax Forms and Exemption

- **Tax Exempt Refund:** If you are liable to local sales tax in your location, FastSpring will add this at payment time. For customers with tax exemption, please send a copy of your tax exemption certificate and this charge will be refunded.

- **W9 Tax Form - Fast Spring:**
  You can download a completed vendor FastSpring W9 form for tax purposes.
  USA EIN number: 35-0546893
  EU VAT number: EU826012240

- **W9 Tax Form - MyCommerce:**
  You can download a completed vendor MyCommerce W9 form for tax purposes.
  USA EIN number: 35-2308811
  EU VAT number: EU826011714

Subscription Management

- **Managing FastSpring Subscriptions:** See here for information on managing a currently active or deactivated subscriptions

Licensing FAQ

What is included in license coverage?

- **Perpetual Licensing:** Every license is a one-time purchase with no renewal fees.

- **Free Support & Product Updates:** Every license includes one free year of product updates & technical support services directly from the team that built the product. Extensions can be purchased at any time. View Extensions.

- **Immediate Licenses:** Registered license keys are delivered immediately after payment clears.

What do developers, locations & projects mean?

- **License Coverage:** Coverage is based on the number of developers, organization locations, and projects, as defined below.

- **Developers:** The number of individuals using a license key.

- **Locations:** The number of offices the purchasing company has, regardless of developer or server location. Watch a video guide to locations.

- **Projects:** The number of singular license key use cases. Redistributable projects require additional SaaS & OEM coverage.

When is SaaS & OEM redistribution coverage required?

- **SaaS:** Connected to a SaaS or a paid subscription service.

- **OEM:** A product or distributable product for sale (software package, app, executable, etc.)

Does Iron Software offer a money-back guarantee?

- All licenses are backed by a 30-day money-back guarantee.

Can I try the product before purchasing a license?

- **Free for Development:** All products are free for development & testing within IDE, with no time restrictions. Install via NuGet.

- **Free Deployment Trial:** Want to try it in a live environment? Contact support@ironsoftware.com

Can I get a discount if I buy multiple product licenses?

- **Get 5 for the Price of 2:** We are proud to offer the Iron Suite, all 5 Iron Software products for the price of 2. Save 60% with the complete .NET suite for your office.

Licensing FAQ

Can I purchase a license through my preferred reseller?

- **Purchase from a Reseller:** Iron teams up with reseller partners all over the globe. If you wish to work with your preferred reseller, please contact us, and we'll be happy to support you. For a list of our current resellers, please see here.

- **Offer Iron Software as a Reseller:** If you are a reseller, please get in touch to partner with us.

Can I upgrade my license level?

- **License Upgrades:** Whether your team has grown or your project needs have changed, you can upgrade your license at any time. Upgrade after purchase and pay only the difference in license price + $100 USD upgrade fee. Your Support & Product Updates coverage will be extended from the date of purchase. Contact us to upgrade.

- **Legacy Licenses.** If you are currently using one of our legacy licenses, Contact us at sales@ironsoftware.com to upgrade.

- **Add SaaS & OEM Redistribution Coverage:** You can add Royalty-Free Redistribution to existing licenses. Coverage is required for packaged software products, SaaS, and OEM. Add Redistribution Coverage.

Can I extend my Support & Product Updates coverage?

- **License Add-Ons:** Add-ons can be purchased at any time.

- **Uninterrupted Technical Support & Product Updates:** One year of Support & Updates is automatically included with all new license purchases. After that, it automatically renews yearly.
  Renewal options can be adjusted at any point. If at time of purchase, you prefer not to set yearly renewals, click here. Please be aware that purchasing support & updates as an add-on later is approximately 50% more expensive vs. our standard automatic renewals.

- **Support & Product Update Extensions:** You can extend your license's Support & Product Updates coverage at any time. Extend to uninterrupted coverage to access essential product updates, security feature updates, and support from our engineering team. Extend your Support & Product Updates Coverage.

Can I extend my Support & Product Updates coverage?

- **Non-renewing option:** Yearly Support & Product Updates can be cancelled at any time, including within the first year. If you prefer a non-renewing option, a one time 5-year Support & Updates option is available. Extensions can be purchased at any time.

- **Savings:** Depending on the license chosen (Lite, Professional, Unlimited) you can save between 50% to 66% by choosing a 5-year support & product updates option, compared to a yearly plan.

- **Payment methods:** Some payment methods are not available with a renewing support option. In such cases we suggest a 5-year plan, a one-time non-renewing payment that offers all payment options, including wire transfer.

Licensing FAQ

Can I customize the EULA for my license?

- **Bespoke Licenses:** The EULA is set for all licenses. Any EULA customizations require a bespoke license purchase and can be arranged by contacting sales@ironsoftware.com.

Can I join the mailing list to be notified about product updates?

- **Mailing List:** Join our mailing list for the latest product updates, security fixes, and occasional promotional discounts. Sign up here.

How to add my license key to my project?

- Instructions on how to add Live Deployment and Trial licenses keys can be found here.

Can I talk to an expert about the best license for my needs?

- **Schedule a Call:** Click Here to request a phone call and schedule a time to speak with one of our sales representatives. Please be sure to leave an email address to enable our support team to reply to your request. You can also call 24/7 to leave a message at +1 (312) 500-3060.

- **Live Chat:** Click here to chat with a representative. The team covers global time zones and is typically available from 8 AM - 5 PM, USA CST time. If we're not online, please send us a message and your ticket will be answered via email.

Support & Updates Terms

Support from Engineers:

- **Support from Engineers:** Our Support Team is available on chat or email: support@ironsoftware.com. We aim to respond within a maximum of 24 hours.

- **Free Year of Support:** Every license purchase includes one free year of product updates & support.

- **Free Support Extension with Every Upgrade:** Your Support & Product Updates coverage will be extended for free from the date of upgrade purchase. Contact us to upgrade.

- **Product Feature Requests:** Product feature requests are welcome and can be made via Support.

- **Coverage:** Download the latest version release and utilize unlimited support services with your valid support & updates coverage. When expired, please purchase an extension, or contact us for assistance.