



Technical Support Policy

All Cathar Software products include technical support intended to ensure the proper functioning of the program for registered users.

1. Technical support for program operation

Support for technical issues or possible software errors (bugs) is provided without time limit, provided that the issue concerns the current version of the software.

This support is primarily provided by email. If necessary to resolve the problem, remote assistance may be offered at no charge.

2. Support for usage and installation questions

Questions related to the use of the program, configuration, or installation on new computers are supported by email for one year from the date of license purchase.

After this period, such assistance may be provided through:

- an annual support plan, or
- per-incident support, depending on the situation.

Remote assistance for this type of support may involve a fee per session.

3. License registration and reactivation

Requests for new registrations, license reactivation, or reinstallation are handled without time limit for registered users.

4. Scope of support

Support is provided exclusively to users with a valid license and is limited to matters related to the functioning and use of the Meridian software. It does not include astrological training or interpretation guidance.

5. Software versions

Technical support is guaranteed for the current version of the software. Support for earlier versions may be limited.