

To current and previous MARS[®] software users:

From the time we first began selling our MARS[®] software over 10 years ago and offering optional maintenance, Merrick & Company has never charged any back or “catch-up” fees for customers who renewed after letting their maintenance lapse. Moving forward however, we have decided to implement a maintenance renewal model that uses a pro-rated fee structure to cover the time that the software was out of maintenance. We feel this is necessary due to increased development costs associated with several major improvements scheduled for the near future. Our goal during this timeframe is to make significant, industry-leading enhancements to the capabilities, performance, and value of MARS[®]. Additionally, we are planning on moving to a quarterly release schedule to get these changes into the hands of users sooner.

What does this mean for users? Beginning January 1, 2014, we will assess a pro-rated amount (based on the number of months - full or partial - since maintenance expired) to any lapsed maintenance renewals, in addition to the regular yearly amount. If, for example, maintenance expired on March 1, 2014, and a renewal payment is not made until June 15, 2014, then the regular yearly fee plus four additional months of pro-rated back maintenance would be required to reinstate software maintenance. The new period would then run until July 1, 2015. Regardless of the length of the lapse, the total due will never exceed the cost of a new license.

As mentioned above, this new policy will not take effect until January 1, 2014. Until then, users that are out of maintenance may renew at their regular cost with no back fees, and will receive a full year of technical support and product upgrades. Please contact us at MARSSupport@merrick.com or 303-353-3933 if you would like a quote for maintenance renewal. As long as the quote is signed and returned on or before December 31, 2013, and payment is received within 30 days of the date the quote is returned, then no back fees will be assessed.

We appreciate your loyalty and past business over the years, and look forward to continuing to serve your LiDAR software needs.

Thank you,

The Merrick and Company MARS[®] software development team