

Software

Needles is sold on a per-user basis.
There is no limit to the number of users that can be purchased.

First ten users	\$1,000 per user
11 to 20 users	\$600 per user
21 to 40 users	\$300 per user
41 to 250 users	\$250 per user
251 to 500 users	\$200 per user
501+ users	\$150 per user

www.needles.com

Annual Support

Annual Support includes all software upgrades and revisions. Support also includes telephone, fax and e-mail technical support, wishlist suggestions, client UserGroup meetings and access to our online technical information and www.needles.com.

The purchase of one year of support is required. After the first year, Needles support will be billed quarterly. Annual support is 18% of the Needles software purchase price.

Implementation/Training

New Needles clients are required to purchase a minimum number of implementation/training days with a Certified Needles Trainer. Initial training includes set-up of the Needles system. New client training is available Monday - Friday at our training facility in Baltimore or onsite at your office. If you choose to conduct training onsite at your office, expenses for the trainer's travel, lodging, meals, etc. must be paid and are additional. The required number of training days may vary by firm. The following numbers are minimum requirements.

Initial Training	1-5 Users	3 Days = \$2,280
	6-10 Users	4 Days = \$3,040
	11-20 Users	5 Days = \$3,800
	21-40 Users	6 Days = \$4,560
	41+	Recommended # of days vary

Daily Rate is \$760 per day.

Needles must be installed and tested prior to the trainer's arrival. Ongoing, advanced training is encouraged and is available at our training facility in Baltimore, onsite at your office, online via WebEx, or at one of our regular client seminars. Advanced training over the Internet via WebEx is available at a rate of \$85 per hour. Prices are subject to change without notice. Please visit www.needles.com and click Product Information > Training and Support to view our cancellation policy.

Site Information

Firm Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

Main Contact Name: _____ Title: _____

Payment Schedule

1. At least fifty (50%) percent of total purchase price is to be paid on signing of the Order Form.
2. Balance of total purchase price is due prior to delivery of software.

Price Calculations & Method of Payment

Method of Payment

Number of Users: _____ = Needles Price: _____

Check (Payable to Needles, Inc.)

One Year of Support (18% of Needles Price): _____

Visa

_____ Days of Implementation/Training at \$760 per day = Price: _____

MC

Amex

I wish to pay IN FULL and have my software shipped ASAP. _____
(Please Initial)

Data Conversion: _____

Discover

Sybase (required): _____

MD Tax: _____

Credit Card #: _____

Total Purchase Price: _____

Credit Card Billing Address: _____ Expiration: _____

****Trainer's expenses are additional**

I have read the "Needles FAQs" _____
(Please Initial)

Signatures

Signed:

Signed:

Bryan Billig, President or Michael Snyder, Director

Print Name

Signature

Date:

For:

Firm Name

Date:

Limited Warranty. The program is provided "as is", without warranty of any kind, either expressed or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purchase. Needles Inc. will not be responsible for any costs incurred by the purchaser or any of its agents, servants, and/or employees in connection with the purchase, configuration, installation, maintenance or other use of or modification to any hardware, software, equipment (including, but not limited to, cables, telephone lines, servers, internet access, VOIP, etc.) or any other peripheral equipment owned, leased, or otherwise in use by the purchaser. Further, Needles Inc. will not be responsible for any damages incurred by the purchaser (including, but not limited to, lost time). The network, hardware, and computer configuration in which Needles is installed is not under the control of Needles Inc., and therefore the company cannot offer any guarantees or assurances with regard to its reliability. If Needles disks are defective, they will be replaced without charge. The Needles program disks are delivered with one (1) install. Needles may not be installed or loaded on any other computer (whether for personal or business use). The program may not be transferred, sold or copied without the express written permission of Needles Inc., except for archival or backup copies as expressly permitted by Section 117 of Title 17 U.S. Code. COPYRIGHT 1985 - 2009 by Needles Inc. Some states do not allow the exclusion of implied warranties, so the above exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Frequently Asked Questions

You may find the following Frequently Asked Questions helpful as you review the agreement. As always, please feel free to contact me with any questions. We are here to help you have a successful implementation and a long, satisfying relationship with Needles!

How is the Needles Program sold?

Needles software is sold on a concurrent licensing basis. Concurrent licensing allows a group to share a fixed number of licenses. Needles can be installed on any number of computer stations provided that the actual usage of Needles does not exceed the number of licenses owned. The purchase of Needles is a one time charge. There is no penalty for adding licenses as your firm grows and your staff needs change.

How Do I Purchase the Needles System?

The attached agreement should be signed, dated, and returned to us with a 50% deposit of the total contract. You are welcome to use a credit card (space for credit card information is provided on the agreement) or enclose a check payable to Needles, Inc. This deposit allows us to process your order and secure training dates. The balance will be due when the software package is shipped.

How Does Training Work?

New Needles clients are required to purchase a minimum number of implementation/training days with a Certified Needles Trainer. New client training is available at our training facility in Baltimore or onsite at your office, and is mandatory. If you choose to conduct training onsite at your office, expenses for trainer's travel, lodging, meals, etc. must be paid by the firm. These expenses are additional and not included in the attached quote. Needles must be installed and tested prior to the trainer's arrival. Your firm is responsible for installing Needles and Sybase on the network before the trainer arrives for implementation/training. Ongoing, advanced training is encouraged and is available at our training facility in Baltimore, onsite at your office, online via WEBEX, or at one of our regular client seminars. Please visit www.needles.com and click Product information > Training & Support to view our cancellation policy.

What is Sybase and Why Do I Need it?

Needles is a client/server application that runs alongside Sybase SQL Anywhere Database Engine. Sybase SQL Anywhere is an inexpensive and simple, yet powerful, database specifically designed for the PC environment. It delivers high-speed performance without the need for an onsite database administrator. For your convenience, we have provided a line item for the price of Sybase software on our Price Quote (attached). Sybase is required for Needles to function.

What does my Support Cost Cover?

Needles Support allows your firm (and your firm's hardware vendor) free upgrades, patches and new releases. It also gives your firm access to the Needles Technical Support Team, access to the Clients Only section of the Needles website, access to Needles client UserGroup meetings, access to the Needles Client Wishlist Request, and the ability to schedule additional training with Certified Needles trainers. The cost of the first year of support is included with the Price Quote (attached). After the first year, Needles Support will be billed quarterly.