

1. What is Foundry announcing?

Foundry is pleased to announce two new ways to stay up-to-date with Modo: annual subscription and a maintenance option for perpetual licenses. Subscription is the most affordable way to get your hands on Modo. Maintenance enables you to retain your license once your contract expires.

2. What do I get with my subscription or maintenance contract?

- You'll receive every update and new release while your contract remains valid, as soon as it's available.
- Login-based licensing lets you work on any machine, without the need to go through a manual license transfer process.
- Subscription and maintenance customers receive exclusive full access to our Support teams by email, year round.
- Access to beta programs and exclusive technology previews let you stay ahead of the pack.

3. Why is Foundry introducing Modo Subscription?

We're committed to making Modo more accessible and providing a variety of purchase options. With low monthly or yearly payments, annual subscription helps you get in the game for less, and more easily budget your costs on an ongoing basis. Subscription lets you stay current all of the time—not just to take advantage of the latest features and enhancements, but also to keep your skills up to date and relevant in the job market. It's a model that has proved popular across the software industry, and we're responding to an increasing number of requests to offer this flexibility for Modo.

4. What will Modo Subscription cost?

	Modo Subscription yearly payments	Modo Subscription - monthly payments with annual commitment
USD	\$599	\$59/month
GBP	£499	£49/month
Euro	€539	€54/month

Please note that your pricing currency will be based upon location.

All prices are shown excluding any applicable taxes. Future pricing is subject to change.

5. Why is Foundry also offering a maintenance model for perpetual licenses?

At Foundry, we believe in offering you choices. We've listened to customers who don't want to lose access to their perpetual license if they stop making regular payments, and decided to making this option available.

6. What does maintenance for Modo cost?

	USD	GBP	EUR
New perpetual license, includes 1yr maintenance	\$1,799	£1,499	€1,619
Attach Modo maintenance to existing perpetual license	\$399	£339	€339
Modo maintenance renewal, existing contracts	\$399	£339	€339
Renewing an expired maintenance contract	\$599	£499	€539

Please note that your pricing currency will be based upon location.
All prices are shown excluding any applicable taxes. Future pricing is subject to change.

7. If I let my maintenance lapse, can I later buy Modo maintenance at the reduced rate, currently \$399/yr?

No. In order to receive the reduced rate, maintenance must be continuous and never expire. Once your maintenance lapses, you will no longer be eligible for the reduced rate, currently \$399/yr. The renewal cost of an expired maintenance agreement is currently \$599/yr, and would continue to renew at the going rate thereafter.

8. What happens if my maintenance expires, can I still use Modo?

Since you have previously purchased a perpetual license, your license and install will continue to work. However, you will lose access to the additional maintenance entitlements and won't be able to update the product beyond the last release issued within the active maintenance period - this includes new releases, bug fixes and improvements, beta programs and product support.

9. Is there an annual commitment when purchasing Modo Subscription?

Yes. Whether you choose to pay monthly or upfront, the subscription term is for a period of one year.

10. Is there a limit to the number of Modo Subscription licenses I can purchase?

There is no limit to the number of Modo Subscription licenses you can purchase, however you cannot purchase more than one subscription license at a time through Foundry's website. Should you wish to purchase more than one license of Modo Subscription at a time, contact your Foundry sales team or your local Foundry reseller.

11. Is there a cancellation policy for Modo Subscription?

Yes, anyone who purchases subscription may cancel their subscription within 14 days of the original purchase for a full refund. After 14 days there is no option to cancel, but you can stop your auto-renewal at any time prior to the one-year subscription term expiry date.

12. If I'm an existing customer who chooses to purchase Modo Subscription, what happens to my perpetual license?

If you own a perpetual license of Modo and chose to purchase subscription, you still retain the right to use your perpetual license. If you let your subscription lapse, the version of Modo you will have access to is the version your perpetual license was at prior to purchasing subscription.

13. Do Modo Subscription and maintenance renew automatically?

Yes. Each subscription license or maintenance contract is set to renew automatically after the one-year term. There is an option to stop auto-renewal at any time prior to the expiry of the term.

14. How do I stop my subscription or maintenance from auto-renewing?

You can stop the auto-renewal of your Modo Subscription license or maintenance contract by logging into the My Account area of the website and pressing the cancel button next to the appropriate entry. If you stop auto-renewal, once your term expires you will need to purchase a new subscription or maintenance contract to continue to use Modo. Please consult the [Support & Maintenance policy for details](#).

15. Will I receive any auto-renewal reminders via email?

Yes, you will receive an email reminder 60 and 30 days prior to the end of your subscription or maintenance term.

16. Can I make my subscription or maintenance payments via PayPal?

No, unfortunately this payment option is not currently available.

17. My preferred payment method is not accepted online, can I make a purchase direct with another form of payment?

No, unfortunately at the time we can only accept the current methods of payment available online.

18. Will perpetual licenses for Modo continue to be available?

Yes, you can purchase perpetual licenses of Modo, which include your first year of maintenance.

19. Will upgrades to Modo continue to be available for sale?

No. Our maintenance offering replaces upgrades for customers requiring perpetual licenses.

20. Is Modo Subscription available for education?

Modo is available for education only as part of the Creation or Production Collective. Find out more on our [Students and Graduates page](#).

21. Is Modo Subscription available for Collectives?

No, at this time there are no plans to sell subscription for the Collectives.

22. Is technical support available for Modo Subscription and maintenance customers?

Yes, technical support via email is available for customers with valid Modo Subscription licenses or maintenance contracts. Visit our [Support Portal](#) to get help.

23. Do I need to be connected to the internet to use my subscription or maintenance license?

You will need to connect to the internet when you first log in to a new machine, and thereafter at least once every 30 days. Floating RLM licensing are still available to customers via your Foundry sales team.

24. Is Foundry offering any other products on subscription?

At this time, Modo is the only product we are offering on subscription. We continue to investigate the possibility of offering other products on subscription.

25. If I already own a Modo Add-on, can I use it with a subscription license?

There are no changes to licensing for Modo Add-ons. If you own an existing license, it will continue to work with Modo Subscription.

26. Are there any additional changes to the Modo offering to be aware of?

Following the Brexit vote and the rise of the US dollar, it has been necessary to adjust GBP and EUR pricing for Modo products.

The new pricing structure aligns Modo perpetual pricing with Modo Subscription. Pricing has been adjusted for new licenses and maintenance as follows:

	USD	GBP	EUR
New perpetual license, includes 1yr maintenance	\$1,799	£1,499	€1,619
Attach Modo maintenance to existing perpetual license	\$399	£339	€359
Modo maintenance renewal, existing contracts	\$399	£339	€359
Renewing an expired maintenance contract	\$599	£499	€539
Subscription yearly payments	\$599	£499	€539
Subscription monthly payments with annual commitment	\$59/month	£49/month	€54/month

Please note that your pricing currency will be based upon location.

27. Will there be any changes to education prices?

Due to the rise in the US dollar, we will be making a slight adjustment to the education (student and institutional) GBP and EUR pricing; the changes will be announced May 17, 2017.

28. Does this impact Collective pricing?

Production Collective and Creation Collective pricing was adjusted on March 1, 2017, and will not be changing again at this time. This includes the cost to upgrade to a Collective from Modo 11 Series.

29. The GBP price change seems higher than other foreign currencies. Why?

The GBP price is higher as a result of the fact that it was not previously adjusted with Modo 901 along with the EUR price, and has therefore been artificially low for some time. In addition, the Brexit vote has caused the pound to fall further than the euro in relation to the US dollar.

30. Is the Modo Extended Bundle still available for purchase?

No. Based on customer feedback we have decided to discontinue offering the Modo Extended Bundle. You can still purchase the additional kits and plug-ins separately.

31. Can I sell my license of Modo to another individual?

Subscription and maintenance agreements are non-transferable. Current Foundry policy permits sale and transfer of perpetual Modo Licenses as long as the Seller (current owner) is a natural person and is selling or transferring the license to another natural person (the Buyer). Reselling a license from individual to a business or business to business is strictly prohibited. An administrative fee is required to be paid in full by the Buyer to Foundry prior to the transfer being completed. Failure to complete payment will result in no license transferred.

Upon completion of the transfer, the Seller is required to remove all copies of the software installed and delete any copies they may have in possession. The Buyer will be required to purchase additional maintenance for a minimum of 1yr, and will not be eligible for the reduced rate.

32. The website will not allow me to purchase Modo Maintenance for my existing license. Why?

Please contact us at purchase-help@foundry.com and provide the e-mail address associated with your online account. We will then verify that you do own Modo and get the entitlement added to your online account. Please allow 1-2 business days for this to be completed, we apologize for the inconvenience.

33. I have a Modo RLM Modo license. How do I add maintenance to it?

If you would like to stay with your current RLM license type, please contact us at purchase-help@foundry.com and provide the e-mail address associated with your online account. A member of our sales admin team will contact you directly to process your order. Please allow 1-2 business days for this to be completed, we apologize for the inconvenience.

34. I have a Modo RLM license. Can I change it for a login based license?

If your current RLM maintenance license has lapsed, or you purchased an RLM license without maintenance, then please purchase a new maintenance online. Your new maintenance license will be switched to a login based license with the latest version of Modo.

If your RLM maintenance is current, you will have the option to transition to the login-based licensing at the end of your contract. When you receive your renewal paperwork, please let your account manager know you would like to switch at that time.

35. Where should I go if I have questions?

If you are looking to place an order and need some assistance, or have any questions or issues regarding a Modo Subscription or maintenance order, contact purchase-help@foundry.com. For technical support relating to the activation or installation of your license, visit the [Support Portal](#).