

**IMPORTANT: READ THIS NOTE BEFORE YOU DEACTIVATE YOUR LICENSE**

Your software license is tied to the PC on which it is installed.

In order to install the software on a different PC, you must deactivate the license.

**Deactivation Process**

1. Send an email to [deactivations@kineticsw.com](mailto:deactivations@kineticsw.com).
2. The email must include your **license ID** and **Customer ID** (both can be found on your invoice)
2. Give us 24 hours to deactivate the license.
3. If you have any issues with the deactivation \ activation contact us: [kinetic\\_mgmt@kineticsw.com](mailto:kinetic_mgmt@kineticsw.com)