

## Hexagon - Clear the Lock Code Claim Form

This form should be completed if you wish to make a claim to clear your software licence lock code. Once completed the form should be signed by an authorised individual within your company or organisation and returned to the Hexagon Technical Support Team who will then process the claim. Please note that an administration charge is applicable for clearing a lock code and releasing the licence, for customers who do not hold a current Software Maintenance Agreement (SMA).

Customer Name: \_\_\_\_\_

SMA or Contract Number (if applicable): \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Incident type (tick one box only):

- |   |  |
|---|--|
| <input type="checkbox"/> Hardware changed | <input type="checkbox"/> PC stolen                   |
| <input type="checkbox"/> PC damaged       | <input type="checkbox"/> Other – please detail below |

Details – please enter details of the incident below (including crime number if applicable):

Server code:

**Declaration – The declaration below must be completed and signed by a Director of your Company or Organisation.**

*I confirm that the details provided above are to the best of my knowledge correct. I also confirm that I will inform the Hexagon Technical Support Team if the circumstances of this claim change, e.g. Stolen PC comes back into my possession.*

Name: \_\_\_\_\_

Position in Company: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Office Use Only

Authorising by: \_\_\_\_\_

Date: \_\_\_\_\_