

You can generally only transfer your licence from one system to another if the original system from which we determined the machine ID has been lost, stolen, damaged, upgraded or replaced.

You must contact us to migrate your licence. To request a licence transfer from one system to another, complete this form and return it via email to:

plugin-support@filmlight.ltd.uk

If your request is approved, our support staff will contact you with the updated licence file, at which point you can activate the product on the new system.

You must remove the product from the original system (where possible) within two days of receiving the new licence key.

Note that licence transfers are entirely at our discretion and we reserve the right to refuse to issue a new licence activation without explanation. We will ordinarily only permit ONE license transfer in any twelve month period.

Name of product

Enter the name of the FilmLight product you want to transfer the licence for.

Reason for transfer

For example, original system lost, stolen, damaged, upgraded or replaced.

Machine ID of original system

To access the machine ID within the product, click the cog menu and select 'About [Product Name]'.

If you cannot access the machine ID of the original system because it has been lost, stolen or damaged, leave the field above blank.

Machine ID of new system

To display this, first install the product on the new system. The machine ID is displayed the first time that you attempt to use the product.

Serial number

Enter the 20-character serial number supplied when you purchased the product.

If the serial number is no longer available, enter the approximate purchase date or fax/email us the original invoice.

Declaration

By signing this form you agree to the terms and conditions of the Licence Transfer Policy.

Name

Job title

Company

Email

Signature

Date

Head Office & EMEA

London, UK

t: +44.20.7292.0400

info@filmlight.ltd.uk

Los Angeles

t: +1.323.785.1630

Sydney

t: +61.2.8746.0602

Beijing

t: +86.139.1073.7940

Berlin

t: +49.151.2345.5668

Mumbai

t: +91.9819.426.677

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t: +81.3.6801.6280

Mexico City

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