



PACE iLok Zero Downtime™

Terms and Conditions

- The terms and conditions of the Zero Downtime™(ZDT) program were included in the iLok.com Terms of Use Agreement that you agreed to when you created or updated your account. A copy of the Terms of Use can be found [here](#).
- Plan protection begins after a 1 week "cooling off" period.
- If you have an unexpected emergency and wish coverage to begin immediately, you may pay an expediency fee.
- At the end of your 12-month plan, your ZDT protection will automatically renew using the credit card on file.
- **IMPORTANT:** iLoks not protected by ZDT may still be replaced using a standard RMA, but no temporary licenses will be issued. **iLoks not covered by ZDT may take up to 14 business days to replace.**

Fees

- ZDT coverage costs \$30.00 per iLok for up to one year or until your iLok breaks or lost/stolen: whichever comes first.
- ZDT coverage and expediency fees are non-refundable.
- At the end of the 12-month period, your ZDT subscription(s) will automatically renew using the credit card on file.

If your iLok breaks

- Broken or damaged iLoks must be returned to PACE before we can provide full license replacement. If you cannot provide us with the iLok, we cannot provide you with full replacement licenses.
- We can only provide temporary licenses for those licenses known to us from your last iLok update with iLok.com. We cannot provide licenses which we have not been updated to iLok.com.
- PACE cannot provide extensions to the temporary license periods. To avoid downtime, you must send your broken iLok to PACE as soon as possible, or pre-purchase iLoks for this purpose.

If your iLok is lost or stolen

- PACE can only provide temporary licenses. We cannot provide full replacement licenses. You must seek full replacement licenses from the software vendors themselves.
- We can only provide temporary licenses for those licenses known to us from your last iLok update with iLok.com. We cannot provide licenses which we have not been updated to iLok.com.
- PACE cannot provide extensions to the temporary license periods. To avoid downtime, you must acquire replacement authorizations from the associated software vendors before the temporary licenses expire.

Limitations

- ZDT coverage is non-transferable. You can't move ZDT between your iLoks or accounts. If you remove a covered iLok from your account, you will lose coverage for that iLok.
- If your covered iLok breaks, is lost or stolen, your ZDT coverage expires with that iLok. If you wish to cover a new iLok, you have to purchase another ZDT coverage for the new iLok.
- A small number of software vendors do not support the ZDT program due to business or technical reasons outside of PACE Anti-Piracy's control. This means that most, but not all, licenses are covered by ZDT. To see a list of products not covered by ZDT, [click here](#). Note that these are all legacy/older items.
- Temporary and replacement licenses for products not covered by ZDT cannot be provided by the ZDT system. Any temporary or permanent license replacement must be obtained from the associated software vendor.
- PACE provides no guarantees regarding which products are supported by ZDT.

Privacy

- If you go through the ZDT replacement process for an iLok, PACE will automatically provide your contact information (including your name, account ID, and e-mail address), plus details regarding the replacement process to the software vendors associated with the lost licenses. This is done regardless of your profile privacy settings.