

GemBox Support Center

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Mario - GemBox - 2019-06-04 - 0 Comments - in Licensing questions

According to our Product upgrade policy, licenses purchased after the June, 4th 2019. are entitled to a new version at zero cost only if a new version of the product is released within eighteen (18) months from the day of purchase.

For licenses purchased before that date, old policy applies which entitles the owners to a new version at zero cost only if a new version of the product is released within ninety (90) days, or in case of GemBox.Bundle within 365 days, from the day of purchase.

When releasing a new product version, we automatically send a free upgrade license to users who are entitled to it.

Product upgrade policy is located on product's pricelist page:

- [GemBox.Bundle pricelist](#)
- [GemBox.Spreadsheet pricelist](#)
- [GemBox.Document pricelist](#)
- [GemBox.Pdf pricelist](#)
- [GemBox.Presentation pricelist](#)
- [GemBox.Email pricelist](#)
- [GemBox.Spreadsheet for Java pricelist](#)

Product's release date can be found on our blog posts:

- [GemBox.Bundle posts](#)
- [GemBox.Spreadsheet posts](#)
- [GemBox.Document posts](#)
- [GemBox.Pdf posts](#)
- [GemBox.Presentation posts](#)
- [GemBox.Email posts](#)
- [GemBox.Spreadsheet for Java posts](#)

If you are entitled to a free upgrade and haven't received a free upgrade license email, please contact our sales department in order to obtain a new version.

If you are not entitled to a free upgrade, you can obtain a new version of the same product by [purchasing an Upgrade of the license](#) you own.