Pricing and Availability

Questions regarding subscriptions, payments and plans

How do I purchase a SIM-ON membership? (TODO)

Watch how to purchase a license on the official step-by-step **video tutorial**

In which countries can I purchase a SIM-ON membership? (TODO)

Currently you can use our applications and purchase subscriptions for them in every country, excluding **China**. Because our applications use **Matterport** scans, that means we as well are not able to provide the full support because of **Matterport** closing their domain in **China**, due to China's (**ICP**) licensing requirements. See the following link to learn more about **Matterport Chinese Domain**

Which languages is SIM-ON available in?

Current languages we have the full support of:

- English
- Japanese

Additionally, the following are in (experimental) state:

- Polish
- German
- Spanish

What if I want to cancel my membership?

You can do so in your account in the **My Licenses** page.

Is there a free version available?

Yes. A Free subscription plan is available, which is free of charge. However, please note that this plan has some functional limitations.

What's included with a free trial SIM-ON membership? (TODO)

While on a trial account version, **You have access to all of the features of STAGES** , but are limited to:

- 1 active project
- 2 stages within a project
- 5 notes in the project
- Cannot invite people to cooperate

To invite other people or unlock the limits, you must have at least the personal license.
See **Subscriptions & Licenses** to learn more about memberships.

Where can I get a trial version of SIM-ON?

After creating a SIMLAB account, you are automatically assigned a trial version of SIM-ON - and other applications in SIMLAB Cloud. When you upgrade to an appropriate plan, you'll be able to use the full version of SIMLAB Cloud application.

Can I convert my trial version to a paid plan?

If you were prompted to enter your payment details before downloading Stages, the trial automatically converts to a paid plan. Otherwise, you can purchase a plan directly from the **SIM-ON subscription plans** page.

Can I purchase a perpetual license?

No, SIMLAB Cloud applications are not available as perpetual license.

If I pay with my debit card, is there an extra fee?

In certain regions, banks may charge you a fee for using a debit card. For more details, contact your bank.

Can I pay for my subscription with any payment card?

The American Express card is not supported at this time. We apologize for the inconvenience.

My credit card isn't accepted or is declined

Try the following solutions:

Enter the card number correctly. Do not enter spaces or dashes. If your card has a security code, enter it correctly on the payment screen.

Make sure that the name and billing address on your order match the name and billing address on your credit card. If you use a corporate card, use the name and billing address of the cardholder, not the purchaser. Check with the cardholder or your accounting department to verify the name and billing address.

Credit card expired? Make sure that the credit card hasn't expired.

Make sure that you haven't exceeded your credit limit. Contact your financial institution to ensure that you haven't exceeded your credit limit. Make sure that the credit card is in good standing and that your credit card supports online transactions.

Still need help? Contact us.

Does the web platform work under all web browsers?

Yes, but due to certain selected functionalities, we recommend using the **Chrome** or any **chromium based** browsers.

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