

# The Parallels Desktop for Mac

## Tech Guarantee 2016

Customers who purchased and activated a copy of Parallels Desktop 11 for Mac from the Parallels Online Store or an authorized reseller on or after August 1, 2016 through October 31, 2016, are eligible for an upgrade to the next version of Parallels Desktop for Mac at no charge, subject to certain conditions.

### **The conditions covering eligibility for an upgrade include:**

- Upgrade to the next version of Parallels Desktop at no additional cost if you purchase and activated Parallels Desktop 11 for Mac between August 1, 2016 and October 31, 2016.
- Must be a qualifying product as mentioned in #1 below. Non qualifying products are explained in #2 below.
- Must be purchased from an authorized retailer. Non-authorized retailers are explained in #3 below.

Note: If you have a subscription for Parallels Desktop for Mac or Parallels Desktop for Mac Pro Edition, you can upgrade Parallels Desktop to the latest version with the license you own. Download <hyperlink: [www.parallels.com/directdownload/pd12/](http://www.parallels.com/directdownload/pd12/)> and install Parallels Desktop 12 and use your subscription license for activation. A subscription allows you to upgrade to the latest version at no additional charge as long as your subscription is valid.

### **1. The following Parallels Desktop 11 for Mac products qualify for the Tech Guarantee:**

- Parallels Desktop 11 for Mac Full Version
- Parallels Desktop 11 for Mac Upgrade
- Parallels Desktop 11 for Mac Student License
- Parallels Desktop 11 for Mac OEM Version when either purchased together with hardware or other approved software products.

Product must be activated on or after August 1, 2016.

### **2. The following Parallels Desktop for Mac products do not qualify for the Tech Guarantee:**

- Trial versions of Parallels Desktop for Mac
- Licenses sold under the Volume License Program including PIK/PIKA, Parallels Desktop for Mac Pro Edition licenses and Parallels Desktop for Mac Business Edition licenses

- Not-for-resale (NFR) versions
- OEM Versions that are purchased unlawfully without hardware or qualifying software
- Parallels Desktop for Mac versions purchased and activated before August 1, 2016

### **3. Non-authorized retailers and reseller include but are not limited to:**

- Products purchased on eBay, Amazon Marketplace and sources that are not Parallels authorized resellers. For more information please visit:  
[www.parallels.com/about/legal/reseller](http://www.parallels.com/about/legal/reseller)

### **4. How do I receive my upgrade key?**

For eligible customers who activated and registered their product after August 1, 2016 and before October 31, 2016 upgrade keys will automatically be added to your Parallels MyAccount and you will receive an automatic upgrade notification via email.

You should receive your upgrade key automatically within 7 days after the new version of Parallels Desktop for Mac becomes available. The upgrade key will be sent to the email that was used during the registration process and the Parallels MyAccount creation when you installed Parallels Desktop 11 for Mac.

If you have not yet registered your copy of Parallels Desktop 11 for Mac, please register your key now by [clicking here](#) to allow the system to create the Upgrade key for you.

Please do not contact Parallels Customer Support in reference to your upgrade key and follow the steps above first. Keys will be automatically sent to your email address so please check your spam/junk folder. Please allow up to 7 business days for your key to be delivered.