



Limitations for the Parallels products in Russian Federation and Republic of Belarus

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition
- Parallels Remote Application Server
- Parallels Access
- Parallels Toolbox
- Parallels Desktop for Mac App Store Edition

In light of the conflict in Ukraine, many countries have imposed a number of sanctions, due to which the following actions are not available to users of Parallels Desktop, Parallels Access, Parallels Toolbox, and Parallels Remote Application Server located in the Russian Federation and the Republic of Belarus:

- purchase and renewal of licenses;
- making a refund for the purchased product;
- adding additional licenses to existing ones;
- registration of new accounts;
- downloading product installation images;
- installation and use of the trial version of products;
- product activation;
- receive and install updates and new versions of products;
- submission of technical reports and Customer Experience Program reports.

Unfortunately, we are unable to provide any timeline regarding changes to the state of affairs in the future. Below you can find answers to the most frequently asked questions:

Why is the company forced to apply these sanctions?

In connection with the conflict between Russia and Ukraine, many countries around the world have imposed a number of sanctions against Russia and Belarus. Our organization is represented in many countries and is forced to comply with the imposed sanctions.

Can I get a refund if I am in Russia/Belarus?

Unfortunately no. We are unable to provide a refund due to the sanctions and changes in the global banking system that have affected these regions.

I paid for the license, but I can't use all the features I paid for. Can I get any compensation or refund?

For now, your subscription will continue to function as it did before, but you will not be able to renew or renew your license. In addition, products activated with a permanent license will continue to work until the product is removed from the computer or until the computer stops working. Please be aware that a major change to the working configuration may cause the product to stop working.

Can I get support?

We will continue to provide possible support for users, as long as it does not violate sanctions.

If I am a citizen of another country, but I am on the territory of the Russian Federation/Republic of Belarus, are the imposed sanctions applicable to me?

The imposed sanctions are based on a geographical principle, therefore they are applicable to all users located in the territory of these countries.

I have moved to another country but cannot renew my product license. What do I need to do?

Try placing a new order on our website. If you still have questions, you can contact Cleverbridge support .

We apologize for the inconvenience caused.

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