



1-800-456-8000 x77967

[ActivePDF-Licensing@ingrammicro.com](mailto:ActivePDF-Licensing@ingrammicro.com)

Desk hours - 8:30-8:00 Eastern

[www.activepdf.com](http://www.activepdf.com)

## Vendor Program Overview

activePDF provides a suite of easy to use, cost effective development tools for embedding feature-rich PDF functionality into server-based Windows applications.

## Key Products

activePDF has six products. In best-selling order by quantity, they are:

Toolkit: Modify existing or create new PDFs and Fill forms, append files, add headers, passwords, encryption; stamp with watermark, extract or add pages, add page numbers

Server: Print-to-PDF and add bookmarks, stamps, security; Control image, colors, print quality settings; Set paper size, orientation, and scaling.

DocConverter: Convert files to and from PDF or PDF/A and add security, watermarks, append to existing PDF.

WebGrabber: Webpage or HTML file to PDF and add security, watermarks, Headers, append to existing PDF.

Portal: A web control that stores the information in a database and is a secure mechanism for allowing users to view, edit and form fill PDFs with no third-party apps required and can disable client download.

Meridian: A network PDF printer provides a server-based license with no per-user count. Every user on the network can have access to this printer and anything they can print to paper they can print to PDF.

## Maintenance/Support

1 year of maintenance is included. If you would like to extend you can for 1 or 3 years. Support is also sold in 1 or 3 years.

## Authorization Requirements

None required.

## Ordering Requirements

To assure prompt processing of your activePDF Software Purchase, please be sure to include the following information when placing your order with us:

1. Reseller information
2. PO number
3. End-user agency/organization name
4. End-user shipping street address, city, state and zip code
5. End-user contact name - first and last name required
6. End-user contact phone number
7. End-user contact email address (email domain must match business name)

## Product Delivery

activePDF's normal processing time on orders is 1 business day. Licenses are delivered via email. The delivery must go directly to the end user; however, resellers are copied in on the license e-mail.

## Renewals

Renewals must be purchase within 30 days of the renewal date of the license.

## Returns Overview

Within 30 days from the date of purchase, activePDF will accept the return of any product, if sold to you directly by activePDF, for media defects only and is subject to the terms and conditions below. If you purchased the product from an activePDF distributor or reseller, you must return the product to the source from which they were originally purchased and you will be subject to any terms and conditions they enforce. In no case will refunds be given for software delivered online ("Electronic Delivery"). All software sold by activePDF is delivered AS IS and activePDF makes no warranty as to its use or performance. Chargebacks to credit cards or stop payments on checks as a means to "return" software will be construed as fraud and prosecuted to the fullest extent of the law. Additionally, non-payment of duly issued invoices based upon a customer purchase order will be collected upon using all means possible . We HIGHLY encourage you to take advantage of the evaluation versions of our products to insure that they meet your use and performance requirements prior to purchasing.

### Terms and conditions

A. Only physical product may be returned. To return a product purchased from activePDF within 30 days:

1. Call 949-582-9002 and provide the following information:

- P.O. number
- Name
- Product(s) being returned
- Serial Number(s)
- Reason for the return

2. A Return Merchandise Authorization (RMA) number will be issued. Include the RMA number in the address as follows:

activePDF, Inc.  
c/o Returns Department  
Attn: RMA # xxxxxxxx  
27405 Puerta Real Suite 100  
Mission Viejo, CA 92691

IMPORTANT NOTE : Without the RMA number, the package may be lost or misrouted.

- B. Premium Support fees are non-refundable. If your incident is directly caused by a bug in activePDF Software, you will be told which service pack or hot fix it will be rectified in. This request will be handled per your request and through our customer service department.
- C. Upon receipt of the return, the refund process takes approximately four to six weeks. You will be refunded by the same method as your payment. For example, if you paid by credit card, activePDF will credit the same credit card account; if you ordered by purchase order and were invoiced, activePDF will credit your account. (If you have already paid the invoice and have no outstanding balance, activePDF will send you a refund check.) Shipping charges are not refunded unless the reason for the return is an error on activePDF's behalf.
- D. Products purchased for online delivery ("Electronic Software Delivery" or "ESD") may not be returned.
- E. All returns are subject to a 25% re-stocking fee, once the purchased products have been registered.
- F. All exchanges are subject to a 15% exchange fee, once the purchased products have been registered.
- G. By submitting your order online or telephoning an order directly to activePDF, Inc., you agree to these terms and conditions.

Please contact our licensing desk with any questions.

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