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Vendor 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 # xxxxxxx
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.