

## Refund policy

To obtain a refund on a product that was delivered to you by online download, you must adhere to the following guidelines.

- All returns for downloaded software must be pre-authorized by Pulse One Technologies Pty Ltd as described below. Your right to obtain a refund for downloaded software lasts only for a limited time. Your request for a Return Merchandise Authorization Number ("RMA number") must be made to Pulse One Technologies within 30 days of the date Pulse One Technologies made the software available to you for download (the "Purchase Date"), and Pulse One Technologies must receive, at its offices, your fully completed and signed Letter of Destruction ("Affidavit") within 35 days of the Purchase Date. No refund will be made until the Affidavit has been received by Pulse One Technologies and if the time requirements described above are not met. Pulse One Technologies is not responsible for lost or misdirected mail, delays for downloading, or other communication system delays.
- Products not purchased directly from Pulse One Technologies must be returned to the place of purchase
- Unless otherwise indicated Pulse One Technologies will only refund the purchase price:
  - If, the client was able to preview all the recoverable data with the demo version of the software and was unable to recover with the full version.
  - If, Pulse One Technologies Technical Support Team fails to help the client to recover the data due to software limitation
- If a CD version of the software was purchased it must be returned in original resalable condition including hardware lock, packaging, documentation, warranty cards, manuals, and accessories as a part of this return process. CDs and hardware locks that are not returned in original condition will be charged a restocking fee. The freight charges for sending back the CD version will be borne by you.
- To receive a refund for downloaded software purchases from Pulse One Technologies, you must obtain from Pulse One Technologies, a Letter of Destruction (described below), and complete and return the Affidavit to Pulse One Technologies along with the manual and CD if the Download Kit was purchased. No credit will be issued for incomplete or non-stellar component returns. You must also destroy all copies of the software you may have made or stored in any place, as well as uninstall the software from any computers owned or controlled by you where you have installed the software. Once you have returned the Letter of Destruction to Pulse One Technologies (and the Download Kit, if applicable), all licenses you may have to use the software will be immediately terminated, and any further use of the software will be an infringement of copyrights as well as other intellectual property rights.
- All Letters of Destruction must have a Return Merchandise Authorization Number (RMA #) issued by Pulse One Technologies clearly displayed on the form. To receive an RMA number, contact Pulse One Technologies at [info@stellarinfo.com.au](mailto:info@stellarinfo.com.au). You must provide sufficient information for Pulse One Technologies to be able to identify your transaction, such as the Pulse One Technologies order number and/or invoice number and/or date of transaction given to you when the download was ordered. If Pulse One Technologies is able to identify



your order, and the request is made within the time frame discussed above, you will be given an RMA number as well as a copy of the Letter of Destruction ready for completion and return to Pulse One Technologies.

- You must fill out all required information on the Letter of Destruction, sign and date the Affidavit, and return it to Pulse One Technologies as instructed on the form.
- When Pulse One Technologies receives your properly completed and signed Letter of Destruction (and Download Kit, if applicable) within the time frame discussed above, Pulse One Technologies Software will provide a refund to you of the amount you paid for the software plus refund any appropriate taxes charged with that order.

Pulse One Technologies will not refund any shipping and handling charges that may have been charged to you. Refunds will be made in the same manner as you purchased the product. If you purchased by cheque, Pulse One Technologies will send you a cheque, so please be sure we have your mailing address. If you purchased by credit card, your credit card account will be credited. If you purchased by company purchase order, your account will be credited.

**Please allow 28 days for the refund to be processed.**

