

Linguist's Software
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Return Policy

Linguist's Software is committed to serving our customers. If you feel the product you have purchased is not satisfactory or is not performing to your expectations, please call or e-mail our technical support office (425-775-1130 or fonts@linguistsoftware.com) to discuss your situation. We would appreciate the opportunity to make the product perform to your expectations. If you are not satisfied with the results, you may return the product under the conditions that follow.

Linguist's Software offers a money back guarantee for the purchase price only (shipping and handling charges will not be refunded) of all Linguist's Software-manufactured products purchased directly from Linguist's Software that have not been used to fulfill a project or task (we are not a software lending library) and that are received back by Linguist's Software within 30 days of the invoice date, as long as all disks, documentation and packaging are returned. No RMA number is required. Simply return the product with a copy of the invoice inside and the invoice number clearly written on the outside of the package. Please include a note explaining your reason for returning the product. Non-Linguist's Software products (products not manufactured by Linguist's Software, but resold by us) are non-refundable and non-returnable. Examples of non-Linguist's Software products that are non-refundable and non-returnable are all localized versions of Microsoft® Windows® (such as Arabic Windows) and Microsoft Word (such as Arabic Word), TwinBridge™ Partner™, Nisus® Writer, and all other products not manufactured by Linguist's Software.

Linguist's Software products purchased from resellers (and not directly from Linguist's Software) may be returned by the reseller (not the end user) to Linguist's Software within thirty (30) days of purchase from Linguist's Software, and Linguist's Software will credit the reseller's account, exchange the product for an equal-priced unopened product, or refund the reseller's purchase price, less shipping. Resellers must pay shipping in these cases and return the Blue Registration Card and a signed statement by the customer that he/she has not kept any copies of the software. If the customer has already mailed the Registration Card to us, the reseller must also inform us of the customer's name and address.

Occasionally, customers may be better served with a different Linguist's Software-manufactured product than the Linguist's Software-manufactured product originally purchased. In these situations, within thirty (30) days of purchase, customers may contact Linguist's Software directly, with proof of purchase, for an exchange of the product(s), paying only the difference in retail cost of the products (if the new product[s] is [are] more expensive) and shipping charges.

Resellers wishing to exchange products held in stock greater than thirty (30) days for current versions of the same product may do so by returning the unopened product with a US\$ 15.00 per product restocking fee. Resellers must pay shipping in these cases.