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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 techsupport@linguistsoftware.com) or telephone, fax, or e-mail our sales office 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.

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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.