

SoftPro 2010 Inc
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Software Refund Policy

We are confident that SoftPro's Products will provide a great experience for you, so in addition to our free 30-day trial, we also offer a 30-day money back guarantee.

If for any reason you're unsatisfied with your purchase, please contact us and submit a refund request within 30 days of your purchase.

If in the unlikely event that you are not happy with your purchase, no matter what the reason may be, please contact us within 30 days of receiving your order so that we can give you instructions on how to get it back to us. Please provide us with, your full name and address, telephone number and email address.

Are there any Conditions to The Guarantee?

As you would expect, there must be a few conditions, which we're sure you will agree are fair and quite normal:

- * Your item must be in the same condition as when we sent it to you.
 - * You must contact us within 30 Days of receiving your order.
 - * Your item must be packed in all the original packaging materials with instructions, manuals etc.
 - * If you purchased a download version and a license code has been issued, refunds are not permitted.
- We offer FREE 30 day evaluations on all our products to TRY before you buy.

In some instances, under our sole discretion, we may offer refunds for downloaded software. This may require you initiate a deactivation process which we will guide you through. Once this has been done, we will issue a refund of your purchase less a twenty percent administration fee.

The cost of returning the goods to us will be at your expense.

NOTE: This guarantee only applies to orders placed on SoftPro's website.

Once a refund is issued, the corresponding license(s) will be deactivated & you will no longer be able to access the software if it has not been uninstalled.

SoftPro is staffed by real people and because your satisfaction is of utmost importance to us, if you have a problem, by all means pick up the phone; we are here to help if we can. Give us the opportunity to make your purchase perfect.

Stamp Purchases Terms & Refund Policy

All prices are in US \$. If you have any questions, please do not hesitate to contact us at staff@ezstamp.com or call 705-254-6201 .

S/H rates are as follows:

Up to \$49.99 : Flat Rate of \$4.00 via Canada Post Regular mail

\$50 to \$249.99: Flat Rate of \$12.50 via Canada Post Expedited (tracked)

\$250 & Over: Flat Rate of \$20.00 via Canada Post Registered Mail (signature required)

SoftPro guarantees all stamps to be as described and as imaged on our website. If you are not satisfied with your purchase for any reason, any stamp can be exchanged or returned within the 30 days after purchase, as long as we receive back the exact same stamps in the exact same condition in which they were shipped to you. If you are not happy with any aspect of a transaction, **please contact us first**, and we will resolve it to your total satisfaction, or provide a 100% No Questions Asked Money-Back Guarantee and issue you instruction on how to return the stamps. **S/H fees are not refundable**