

## **Accubid Return, Refund and/or Credit Policy**

All software products developed and/or produced by Accubid are covered by an unconditional 30-day 100% money back guarantee. If you are not completely satisfied with your purchase simply return it to our US or Canadian office within 30-days of the purchase and Accubid will refund you 100% of the purchase price.

Please note the Accubid return, refund and/or credit policy for the following:

- 1. Shipping fees.** All shipping fees charged for the shipment of product are not subject to refund and/or credit.
- 2. Third party software.** All sales of software developed and/or produced by a third party are final and are not subject to return, refund and/or credit.
- 3. Hardware.** All hardware sales are final and are not subject to return, refund and/or credit.
- 4. Extended Service Plan.** An Extended Service Plan ("ESP") will be refundable if the client notifies Accubid prior to the commencement of the period covered by the ESP. Once the ESP period has commenced the fee is no longer subject to refund and/or credit.
- 5. Education and Training Services.** Education and Training services canceled 20 or more days prior to the event date are refundable or may be treated as a credit towards future Education and Training services. Cancellation less than 20 days prior to the event date is not subject to refund and/or credit.
- 6. Custom Database Work.** All fees associated with custom database work are not subject to refund and/or credit.
- 7. Other.** All sales of any and all other products and/or services not expressly noted above are final, and are not subject to return, refund and/or credit.