

# Linguist's Software

## Replacement Policy: Lost or Damaged CDs

Linguist's Software warrants all product CDs for 60 days from date of purchase, and will gladly replace CDs lost or damaged during that time for no charge (except for shipping or download charges) for all registered products. If you have lost or damaged your CD(s) you may order a replacement by completing the order form at the bottom of this page and faxing or mailing it to us. If your date of purchase is greater than 60 days ago, the charge for replacing CDs is \$20.00 plus shipping for products that have not changed. If the product has changed you must pay the upgrade cost. If you purchased your product from a reseller and have not mailed the blue registration card to us, you first need to provide proof of purchase before we can support you with replacement materials. You must fax or mail the completed blue card. If the blue card is missing, you may fax or mail a photocopy of your purchase receipt or of the original CD(s). To receive replacement materials, please call us (425-775-1130) or complete and fax or mail this form to:

**Linguist's Software • P.O. Box 580 • Edmonds, WA 98020-0580 • USA • Fax: 425-771-5911**

Product (specify Mac or Windows): \_\_\_\_\_

Registered Name: \_\_\_\_\_ Company: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Invoice (Registration) number: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_

Item(s) lost or damaged:  CD(s) list name(s): \_\_\_\_\_

### Replacement Options:

- Replace CD(s) for original version (free within 60 days of purchase).
- Replace CD(s) for original version (\$20.00 if the product has not changed). If the product has changed I authorize the upgrade charge (\$20-100, depending on the product).
- Upgrade my product to the current version for the current upgrade cost (\$20-100, depending on the product).

### Shipping Options:

- Free delivery by download for replacement CD(s) of products purchased within 60 days.  
My email address is \_\_\_\_\_.
- Free shipping by first class within the US, and by air mail overseas, for replacement CD(s) of products purchased within 60 days.
- Download \$8.00
- 48 States: Priority Mail \$11.00
- UPS Ground \$14.00
- UPS Second-Day Air \$27.00
- UPS Next-Day Saver \$59.00
- Canada or Mexico Air Mail \$12.00
- Overseas Air Mail \$19.00
- International Express varies by country
- I authorize DHL Express shipping: \$69 and Signed \_\_\_\_\_ up

PRINT Cardholder's Name: \_\_\_\_\_

Bill my Visa/MC/AMEX/Discover # : \_\_\_\_\_ Expires: mo. \_\_\_\_\_ yr. \_\_\_\_\_

Security Code: Visa/MC/Disc 3 extra #'s on the back of card: \_\_\_\_\_ AMEX, 4 #'s on front \_\_\_\_\_

Visa/MC/AMEX Billing Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Phone # (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_ Fax # (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_ Email \_\_\_\_\_

**Hours:** Western US, 9am-5pm • Eastern, 12am-8pm • London, 5pm-1am • Sydney, 3-11am 8c11