

Product Return Request Form (must accompany return)

If you are within the 30 day guarantee period from the date of purchase, for a refund, please:

- 1. Return entire package with this form
- 2. Include copy of purchase receipt. Retail refund request cannot be processed without a receipt. The copy of the receipt must include the dollar amount and date of purchase. **Auction House, Liquidation centers and discontinued product purchases do not qualify for a refund.**
- 3. Enclose a note regarding what occurred including the following:

- a) Computer Type: _____
- b) Operating system (please circle): **Windows 95 / 98 / 2000 / Me / NT 4.0 / XP**
- c) Did you contact technical support at www.laplink.com/support (please circle): **Yes / No**
- d) **Products authorized for the 30 day money back policy from date of purchase*** (please circle):
Gold USB Network Cable / Laplink Gold 11.5
***If your product is not listed, it is NOT covered by the 30-day money back guarantee**
- e) A brief description of the problem encountered:

- 4. **Name:** _____
- Address:** _____
- Phone #:** _____
- Email Address:** _____

5. Send via method where you can track shipment back to us until we sign for it (U.S. Mail is not trackable)

Laplink Software, Inc.
Attn: Returns
10210 NE Points Dr., Suite 400
Kirkland, WA 98033

It takes 8-10 weeks from receipt of the package for issuance of the refund check. Refunds are for product only, shipping and tax charges are non-refundable.