

## Dax Data's returns policy

### Credit on licence orders (TLP and CLP licences)

1. Request must be made with Letter of Destruction from enduser.
2. Request must be made (together with Letter of Destruction from enduser) within 30 days of Dax Data's invoice.
3. Reasons for return of licences:
  - a) Duplicate order
  - b) Incorrect product/platform/language or quantity ordered
  - c) Wrong enduser/company
  - d) Cancellation of order by enduser.
4. If enduser will not/cannot supply a Letter of Destruction, a fee of \$200 (approx R1500) will be charged by Adobe. This will likewise be invoiced by Dax Data.
5. A request for credits after the 30 days above will inflict a fee (% of return fee depends on time after the 30 days that request is made.)
6. **Absolutely no returns after 75 days of Dax Data's invoice.**

### Credit on boxed product

#### **Obsolete Stock**

1. Request must be received within 45 days of Adobe announcing/shipping a new version
2. Replacement applies to immediate previous version **only**
3. Replacement order required of at least the same value.
4. No returns for stock purchased from an alternative distributor. Proof of purchase must be supplied with credit request.

#### **General boxed returns**

No returns for Student (Educational Boxed) stock. Dealer to ensure eligibility before purchasing Student boxed product.

Any other credit requests (not outlined above) would need to be discussed with Senior Management prior to processing.

#### **CAPE TOWN**

Unit 1, Doncaster Office Park, Punters Way,  
Kenilworth, 7708  
PO Box 5, Rondebosch, 7701, South Africa

Tel +27 (0)21 683 3861 Fax +27 (0)21 683 1719

#### **DAXDATA CC**

Company Registered No. 893035123  
Members: JCG Matthews, GE Matthews

info@daxdata.co.za  
[www.daxdata.co.za](http://www.daxdata.co.za)