

Harmony Line Refund Policy for Boxed Software Product

To obtain a refund on a boxed software product that was delivered to you by mail, you must adhere to the following guidelines.

1. Reason For Refund. Unless otherwise indicated, Harmony Line will only refund the purchase price if there is a technical problem with the software that, in Harmony Line's judgment, cannot be resolved within 10 business days of your request. Harmony Line will also refund the full purchase price for products returned in the original box, with the shrink-wrap untouched, and if the time requirements described above are met.
2. Pre-authorization. All returns for downloaded software **must** be pre-authorized by Harmony Line, Inc. ("Harmony Line") as described below. Your right to obtain a refund for boxed software lasts only for a limited time. Your request for a Return Merchandise Authorization Number ("RMA number") must be made to Harmony Line within 30 days of the date you purchased the software, and Harmony Line must receive the product back at its offices, postmarked within 35 days of the purchase date. No refund will be made until the product return is made, or if the time requirements described above are not met. Harmony Line is not responsible for lost or misdirected mail, delays for downloading, or other communication system delays.
3. Purchases From Other Parties. Products not purchased directly from Harmony Line must be returned to the place of purchase and are subject to the return policies of the place of purchase.
4. RMA Numbers. To be entitled to a refund, you must obtain a RMA number by sending a request to Harmony Line at refunds@harmonylinemusic.com. You must include the following information to enable Harmony Line to identify your transaction: the Harmony Line Transaction ID and date of purchase. If Harmony Line receives your complete request within 30 days of the date you purchased the software, you will be given a RMA number. Please include that number when returning the product.
5. Destruction of Software; Once you have returned the product, all licenses you may have to use the software will be immediately terminated, and any further use of the software will be an infringement of copyright as well as other intellectual property rights of Harmony Line and its licensors. You must destroy any and all copies of the software which you may have made or stored in any place, as well as uninstall the software from any computers where you may have installed the software.
6. Refund. When Harmony Line receives your return within the time frame described above, Harmony Line will provide a refund to you of the amount you paid for the software plus, if applicable, any taxes charged with that order. Harmony Line will not refund any shipping or handling charges that may have been charged to you. Shipping and handling charges for returning products are also to be borne by the buyer. Refunds will be made to the credit or debit card used to purchase the software. Please allow 30 days for the refund to be processed.