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returns and refund policy**Returns of software products:**

Memory-Map warrants the discs to be free from defects in materials and workmanship for a period of 60 days from date of receipt. It is very rare for a disc to be faulty, however if you do receive a faulty disc then we will gladly replace it. We find that in almost all cases where a disc is not being read it is a fault with the PC or optical drive, so we request that before returning a disc to us that you contact [technical support](#) advising the nature of the fault, any error messages received and your product serial number.

Due to the copyright law and virus risks, once the software package is opened we cannot offer any refunds or exchanges. However, as stated above we will certainly make good any deficiency in the event of a fault with the product. For more detail on our warranty policies please see the End User License Agreement.

If for any reason you wish to return your purchase (before opening it), please contact your local [sales office](#) for instruction.

Returns of hardware products:

All hardware products are warranted for one year from the date of purchase from all defects that occur with normal use. Within this period Memory-Map will repair or replace your item except where failures is due to abnormal use, accident, unauthorised alteration or repairs.

If the item is believed to be faulty, please contact [Technical Support](#) who may ask you to conduct a number of diagnostic tests. If a faulty unit is suspected then you will be issued with returns documentation and instruction for forwarding it to the appropriate Repair Centre where it will either be repaired or replaced.

You are responsible for ensuring your item is returned securely to the Repair Centre and are liable for the inbound shipping costs but not for the return delivery back to you. Your statutory rights are unaffected.

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