

How can I obtain a refund for my product?

- Painter Essentials
- CorelDRAW Standard
- Dazzle DVD Recorder HD
- VideoStudio
- CorelDRAW Essentials
- PDF Fusion
- Roxio Easy CD and DVD Burning 2
- Painter
- Pinnacle Studio
- Pinnacle/Dazzle Hardware
- WinDVD
- CorelDRAW Home & Student
- Corel Office
- WordPerfect Office Suite
- PaintShop Pro
- Roxio Easy VHS to DVD for Mac
- ParticleShop
- AfterShot
- Creator NXT
- Toast
- CorelDRAW Graphics Suite
- AfterShot Pro
- Roxio Easy VHS to DVD Plus
- Roxio MyDVD
- WordPerfect Home & Student

Please note that refunds can only be issued within the 30-day money back guarantee.

See more details about the 30-day money back guarantee; https://www.coreldraw.com/static/common/modals/guarantee/en.html

To request a refund for Corel, Pinnacle or Roxio Electronic Downloads, from Cleverbridge orders, please use this <u>link</u>.

Once the form has been submitted and is approved, please allow 3-5 business days for the refund to appear on your statement.

To request a refund and return any Roxio, (Electronic Downloads or Physical Products) Pinnacle Physical Products, or Corel Physical Products, from Digital River orders, please visit https://www.findmyorder.com sign in, fill out the return request form and click Submit.

How can I obtain a refund for my product that was purchased from an authorized Corel reseller outside of North America?

Because we do not issue cheque refunds for your region, and most banks in your region will not accept a cheque in USD, you will need to complete the following information so that we can approve and then process the refund via a wire transfer.

Please raise a ticket with the following information:

Provide the Proof of purchase:

Reason for the refund:

Name of Bank Address of the Bank Name on the Account Account number IBAN number

How can I obtain a refund for my physical product (not Electronic Download) purchased from Amazon?

If your product is a physical product purchased directly from Amazon.com you have 30 days to return your product.

Please note that refunds can be issued within the 30-day money back guarantee.

Please visit: https://www.amazon.com/gp/help/customer/display.html?nodeId=201819200

How can I obtain a refund for my product purchased from Microsoft App Store?

If your product was purchased directly through the Microsoft Store, you will need to reach out directly to Microsoft Store to request a refund.

Please

visit: https://support.microsoft.com/en-us/help/4027815/microsoft-account-cancel-or-turn-off-recurring-billing-for-subscription

How can I obtain a refund for my product purchased from Apple Store?

If your product was purchased directly through the Apple Store, you will need to reach out directly to Apple Store to request a refund

Please visit: https://support.apple.com/en-ca/HT204088

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