



Frequently asked questions about the Corel Store

- Account Portal

How can I pay?

We accept payment by Visa, MasterCard, and PayPal. Additional payment methods may be available depending on the country.

Why is VAT charged on my purchase when I have either a VAT registration number or a VAT exemption certificate?

If you are part of the European Union and you have a VAT ID, it also needs to be registered to the [VIES](#). If you are not registered, you will be charged with VAT.

If you are outside the EU, please go to [this page](#) and follow the instructions to receive tax exemption.

How do I get a receipt for my Corel® Store order?

For most website orders, the receipt or invoice will be sent automatically after purchase. You can easily get an invoice online, to do so, visit [this page](#).

For in-product orders, the receipt can be requested from [Corel Customer Services](#).

How do I know my personal information is safe, secure, and private while shopping at the Corel® Store?

Our privacy policy, which covers personal information when used on our website, is available [here](#).

Frequently Asked Questions - PayPal

Why is my order status "pending" in my PayPal account?

After you have submitted your payment information to PayPal, Corel will be notified to fulfill your order. At this stage payment has been approved but has not yet been processed. Once your order has been emailed to you (for download versions) or shipped (for physical goods), your order status will be updated to "Completed" and your payment will be transferred from your PayPal account to Corel.

What is the difference between my PayPal receipt and my Corel receipt?

After purchasing your product, you will receive an email receipt from both PayPal and Corel.

Your PayPal receipt will have important information such as your PayPal transaction number as well as your order date and total and is normally received shortly after purchase. Please keep a record of this receipt if you need to communicate with PayPal or Corel about your order.

Your Corel Store order confirmation email will contain information that includes the products purchased, quantities, price and any serial numbers and download links. The Corel Store order confirmation will also contain

helpful information, including your order number, billing and shipping information, date, shipping method, as well as information for accessing your Corel account, so please ensure you keep a record of it.

Contact Info

Contact Us

We want to hear what you have to say! Your feedback is important to us as we continue to strive to meet your needs, so if you have a comment or suggestion, please feel free to contact us. Or, if you have a question that you cannot find answered in our help section or in this article, please feel free to drop us a line:

<https://www.corel.com/support/>

Policies & Statements

Privacy Policy

At Corel, we recognize our customers are concerned about the privacy of the information we collect and our plans for using it. Our goal is to ensure that we only gather information about you that you want us to have and that we only use this information after we have told you how it will be used and have given you the opportunity to consent to its use.

[Privacy | Alludo](#)

Product EULA

All Corel products include an End User License Agreement (EULA) which must be accepted by the user. To review the EULA, click on the link below:

<https://www.corel.com/en/eula/>

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