



Pinnacle Support Policy

- Corel Other

Support Policy for Pinnacle Products

Corel provides three levels of support for Pinnacle Products:

- 14 Day Warranty Service for newly purchased products
- Premium Paid Support
- Limited Support

14-Day Warranty Service

If you have purchased or registered your product within the last 14 days, you are eligible for free installation and activation support.

- You may use our on-line Submit Question form and receive a response within **6 business hours**.
- If required, a technical expert will schedule a call to further assist you.
- Applies to a single installation or activation issue.
- You have access to our extensive Knowledgebase articles, Discussion groups, and Facebook.

Premium Paid Support

For questions not covered by our 14-day Warranty Service or the 14-day warranty period has elapsed.

- You will receive an exclusive phone number for technical support in your order confirmation e-mail (**North America only**).
- You may use our on-line Submit Question form and receive a response within **2 business hours**.
- Each paid support ticket is limited to a one-time, single use, but you may purchase as many tickets as needed.
- You have access to our extensive Knowledgebase articles, Discussion groups, and Facebook

Warranty and Premium Paid Support does not cover:

- Network installations with Terminal Server, NetWare®, or Linux®
- Custom development, such as macros or Microsoft® Visual Basic for Applications (VBA) customization, etc.
- Support for any 3rd party software integration such as ODMA or OLE
- Installation issues caused by non-Corel software conflicts or hardware issues (computer, printer or other equipment)

Self Help for All Products

For all products:

You have access to our extensive Knowledgebase articles, Discussion groups, and Facebook

