



## **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 [link](#).**

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-subscriptions>

## **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>