

Dear Customer,

We appreciate the opportunity to serve you.

Please find mentioned below the details of various payment options available to you while ordering Recoverit products and the contact details to check the order status.

**If your query remains unanswered, please feel free to contact us at:
recoveritorder@wondershare.com**

1. What Payment Method does Recoverit accept?

You can buy the license via <https://recoverit.wondershare.com/buy/store.html>

We can support PayPal and credit card payment. You can check all payment method after you add the software to cart. We only support Website payment. Thanks for your understanding.

2. What should I do if I meet Payment Problem?

Please try different browsers, different networks or use another computer to place an order if you are unable to add the program to the shopping cart. The website may be blocked by some network operators.

If there is any issue while processing the payment, please change different credit cards or try to use your PayPal to place an order. Hope it can help you out.

If it still cannot work, please help contact with our Support Team via
<https://recoverit.wondershare.com/support/>

3. Why should I be charged extra \$4.95? What is download insurance? How to delete it?

Download Insurance is for downloading full installer, not just downloader on our website. For only USD 4.95 you will be able to download your files for 24 months, in case you need to reinstall the products. After this period, you can always download the program from our website directly. On the web <http://www.download-insurance.com>, please enter your email or order number and click submit button, you will be able to download full installer of your program.

If you don't like it, you can remove it in shopping cart by clicking the trash button. If you want to buy download insurance after you bought the software. Sorry to tell you that it cannot be paid separately.

4. Do you charge VAT/GST/Sales Tax on my purchase?

Wondershare charges taxes for European Union countries(VAT), United Kingdom(VAT), Australia(GST), Japan(JCT) and some states of USA(Sales Tax).

Please refer to the latest changes of laws and regulations on European Commission official site. Starting January 1, 2017, European Union tax law changes apply to non-resident sellers of electronic services or digitally downloadable products/services.

https://ec.europa.eu/taxation_customs/business/vat/telecommunications-broadcasting-electronic-services_en

You can find the latest changes of laws and regulations on Australia. Starting July 1, 2017, a new law applying GST to international sales of services and digital products applied in Australia.

<https://www.ato.gov.au/Business/International-tax-for-business/GST-on-imported-services-and-digital-products/>

You can find the changes of laws and regulations back in 2015 in Japan.

http://www.nta.go.jp/foreign_language/consumption_tax/cross-kokugai-en.pdf

You can find the latest news about USA sales tax for remote sellers.

<https://www.salestaxinstitute.com/resources/remote-seller-nexus-chart>

In order to be compliant with these legal requirements, Wondershare will start to collect a Value Added Tax (VAT) and Sales Tax for all sales to shoppers in these areas. We collect the VAT/Sales Tax based on different tax rate of each individual area/country, and then remit the collected tax to the proper tax authority.

And please note that, Wondershare now has legal tax IDs registered in these countries and regions. Going forward, any transaction in EU/ United Kingdom/ Japan/ Australia/ USA will be charged VAT/Sales Tax regardless of exemption status. Unfortunately, we are unable to refund VAT/Sales Tax from an order that has already been processed. You will need to obtain a VAT/Sales Tax refund through your tax authority.

5. What is Wondershare VAT number and How can I get VAT refund?

Our VAT number is registered from VAT-MOSS(VAT Mini One Stop Shop) scheme, which is supplied by the UK government. Please refer to the following site for more details about VAT-MOSS: <https://www.gov.uk/guidance/register-and-use-the-vat-mini-one-stop-shop#overview>

If you are a business customer, you are eligible to get VAT refund. Here's how.

A business customer can request VAT refund by providing a valid VAT ID to Wondershare customer support team. Alternatively, customer could contact our sales team for business quotation before making purchase. Such business quotation is always VAT excluded. -Renew the Order

6. Where can I get my Profoma Invoice?

We are now working on self-service invoice lookup. It's not available yet. Please contact our support team via <http://support.wondershare.com/#/home> for an invoice.

But if your order starts with AG,3 and U, you can get invoice via below steps.

Avangate(AG)

Your order was paid via Avangate which is our payment partner. You should receive order receipt immediately after payment to Avangate. If not, please write to Avangate support to request the receipt: support@avangate.com

Swreg (U)

If your purchase was made through the Swreg payment platform, you can retrieve your invoice from the following link:

https://www.cardquery.com/app/support/customer/order/search/not_received_keycode

Regnow (3)

If your purchase was made through Regnow payment platform, you can retrieve your invoice from the following link:

<https://admin.mycommerce.com/app/cs/lookup>

If this cannot solve your problem, please contact us by visiting

<http://support.wondershare.com/?showchat=1&fromchat=1#/contact> to enter your issues.

Our support team will get back to you as soon as possible.

7. How to get Edu/NPO Discount?

Sorry. We do not have discount. You can check price via <https://recoverit.wondershare.com/buy/store.html>. If you buy the Windows license and change computer to MAC, you can get discount from our support team to buy MAC version via <http://support.wondershare.com/#/contact>. Vice versa.

Get Edu/NPO Discount

If you need to get the educational/non-profit price and your email ends with "edu" or "org", please get discount via <https://recoverit.wondershare.com/buy/education.html>. And please add notes to let us know MAC license or Windows license you need. It takes time for us to check and come back to you, please help wait with patience. If your email does not end with "edu" or "org", please send the photo of your student ID card or working ID card or any other certificate to our support team. You can contact the support team by visiting <http://support.wondershare.com/?showchat=1&fromchat=1#/contact> to enter your issues. Our support team will get back to you as soon as possible.

Coupon Code Cannot Use

Please read details about how to use the coupon code and what software you can use it on. If you cannot use it, it may be caused by that the code cannot be used on that software

8. How to Cancel Subscription?

If you buy 1 year license, 1 quarter license or 1 month subscription, it will have auto renewal service. If you do not want to get renewed for next year, please help visit via <http://support.wondershare.com/#/article?id=1710> to check how to cancel it. If you have been charged for the renewal service and the renewal order is in 30 days, please contact our support team via <http://support.wondershare.com/#/contact?showchat=1&fromchat=1#/contact> to get refunded. Our support team will get back to you as soon as possible.

9. What is your Refund Policy?

Please review our refund policy via <http://support.wondershare.com/how-tos/wondershare-refund-policy.html>.

For any reasonable order dispute, Wondershare welcomes customers to "RETURNS & EXCHANGES" center to submit an application.

Wondershare values every customer and works hard to provide customers with an enjoyable experience using Wondershare products and services. Most Wondershare software offers a free trial version, so customers can 'test-drive' before deciding to purchase. These trial versions have no functional limitation, only a watermark appearing on the finished media or a use limit. All these help customers make an informed purchase decision and avoid buying the wrong product for their needs.

It's because of this 'try-before-you-buy' system that Wondershare provides a 30-day Money Back Guarantee for most products. Refunds will be approved within this guarantee only under the accepted circumstances below. If a purchase should exceed the product's specified money-back-guarantee period, no refund will be given.

Tip: Because of the instantaneity nature of data recovering, the following products are provided up to 7-day money back guarantee.

Dr.Fone toolkit for Android series, Dr.Fone toolkit for iOS series, Data Recovery series.

Circumstances of No Refund

Wondershare generally does not refund or exchange products in the following situations:

Non-technical Circumstances

1) Failure to read the product description before purchasing and thus resulting in dissatisfaction with the product's functioned and/or results. It is highly recommended that every customer read the product description and try the free trial version before making their final purchase decision.

Wondershare does not refund software if products fail to meet customer's needs due to a lack of understanding by the customer, of the products functions and capabilities. However, Wondershare can

exchange the purchased product for the correct product outright, providing the price difference between products does not exceed USD \$20, within the guarantee period. If the purchased product is exchanged for a correct product of lower price, Wondershare will not refund the price difference.

2) A customer refund request on complaint of credit card fraud/other unauthorized payment. Wondershare recommends the customer contacts the card issuer if there is any suspicion of fraud or unauthorized payment. As Wondershare cooperates with an independent payment platform, it's impossible to monitor authorization during payment. Once an order is processed and fulfilled, it can't be cancelled. However, Wondershare will exchange the purchased product for one the customer would like.

3) A refund request claiming the failure to receive registration code within two hours of the order having been successful. Ordinarily, once an order has been validated, Wondershare's system will automatically send a registration e-mail within 1 hour. However, sometimes the arrival of this registration e-mail can be delayed, due to delays caused by internet or system glitches, email spam settings, email typo, etc. In this case, customers should visit the Wondershare Support Center to retrieve it —all queries will be responded to within 24hrs.

4) Purchase of a wrong product, which has already been followed by the purchase the correct product from another company.

5) Wondershare Product price differences between different regions or price differences between Wondershare and other companies.

6) A refund request for part of a bundle. Wondershare cooperates with a third party payment platform which does not support any partial refund within an order; whereas, Wondershare may refund the whole bundle after the customer has purchased the correct product separately within the purchased bundle's guarantee period.

7) A customer has a 'change of mind' after purchase.

Technical Circumstances

1) A refund request due to technical trouble, with the customer refusing to cooperate with the Wondershare support team in attempts at troubleshooting by declining to provide detailed descriptions and information regarding the problem, or refusing to try to apply the solutions provided by the Wondershare support team.

2) A refund request for technical problems after the software has been updated, if the order exceeds the days guarantee period.

3) With regard to the software Wondershare Dr.Fone for iOS, transferring the recovered data back to device is a value-added function. Its failure is not eligible for a refund. We provide technical support though.

Accepted Circumstances

Wondershare offers refunds for the following circumstances within the guidelines of its Money Back Guarantee.

Non-technical Circumstances

1) Purchase of Extended Download Service (EDS), Registration Backup Service (RBS) or Download Insurance Service outside of product purchase, without knowing that they can be removed. In this case, we will help you contact payment platform to refund the cost of them.

2) A swap of a program would require you to purchase the proper one that you did not in the first place, and then the original program would be refunded back to you.

3) Purchase of the same product twice or purchase of two products with similar functions. In this case, Wondershare will refund one of the products for you, or swap one program for another Wondershare product.

4) The customer does not receive their registration code within 24 hours of purchase, has failed to retrieve the registration code from the Wondershare Support Center, and has not received a timely response (within 24

hours) from the Wondershare Support Team after making contact. In this case, Wondershare will refund the customer's order if they have no need of the product in future.

5) If following a technical fault the user purchased a different software product from another company to finish their task. Under these circumstances we can arrange to exchange the product or provide a full refund.

Technical Problems

Software purchased has terminal technical problems, and no solution has been provided within 30 days. In this case, Wondershare will refund the purchase price if the customer doesn't want to wait for a future upgrade.

Once a refund is issued, the corresponding license will be deactivated. Please:

Download Version: Uninstall the software and remove it from your computer.

Disc Version: Destroy the disc, then uninstall the software from your computer.

Wondershare will issue refunds either to the credit card, bank or PayPal account used in the purchase. Depending on the user's bank situation, refunds may take 48 to 72 hours to be credited.

Bank transfer refunds may only be made to accounts held at institutions from Spain or Mexico. We will not issue international transfers, since this payment method is only available in these two countries. If the customer wishes, and accepts the transfer fees, an account from a different country may be selected; however, we will only be able to transfer the funds to an account in Spain or Mexico. We recommend selecting a different payment method for international transactions: credit card, PayPal, DinerMail etc.

If you believe you are qualified for a refund, you can submit refund request through http://support.wondershare.com/return_exchange.html.

If this can not solve your problem, please contact us by visiting <http://support.wondershare.com/?showchat=1&fromchat=1#/contact> to enter your issues. If it says "order is not found", please choose "others" and click "skip" to create a ticket. Our support team will get back to you as soon as possible.

10. How long can I expect to receive the refund?

If the refund request is approved, please allow 7-10 business days for our support team to get that completed for you. If after that time period you have not received the refund, please contact our support team back so we can track it down for you, and get your funds where they belong.

11. What should I do if I bought wrong software?

According to our refund policy, if the original program was purchased within 30 days, you need to purchase the proper program that you did not in the first place. After you purchase the right program, please fill in both order IDs in http://support.wondershare.com/return_exchange.html, the original program would be refunded back to you.

However, if the original program is out of 30 days, we are unable to exchange the program for you or process the refund request.

If this cannot solve your problem, please contact us by visiting <http://support.wondershare.com/?showchat=1&fromchat=1#/contact> to enter your issues. If you do not have order number or it shows "order does not exist", please click "others"- "skip", then, you can go to the page to write your issues. Our support team will get back to you as soon as possible.

12. What should I do if I get Unknown Charge?

It may be renewed order for the software you bought before. As you did not cancel auto renewal service

or failed to cancel it, you will get charged. If it is auto renewal order and within 30 days, we could arrange the refund.

Please send the order number from the invoice and license email to our Support Team via <http://support.wondershare.com/#/home>. If you pay via PayPal, please help send our support team your PayPal transaction ID and PayPal email. If you pay via credit card, please send our support team the following information:

1. Full name of card holder.
2. Payment date.
3. The first 6 digits and the last 4 digits of credit card number.
4. Please make a screenshot of card statement and attach the picture here. I will further check with you.

13. What should I do if I place Repeated Orders?

Please send your repeated order numbers for the same software and the screenshot of the receipt to our support Team via <http://support.wondershare.com/?showchat=1&fromchat=1#/contact>. Our Support Team will check and confirm back to you.

stop renew

14. What is your License Policy?

Please check our license policy in details via <http://support.wondershare.com/how-tos/what-is-your-license-policy.html>.

1. According to the installation numbers of the license permits, the license can be divided into Single-User License and Multi-User License.

Single-User License

Installation of the product purchased under a Single-User Personal License is restricted to one single personal computer owned by or under control of the license.

No matter the reason, if the software has been registered more than 5 times, you will get the warning every time you use the software. Even if the software was registered on the same computer each time. In order to continue using the software a new license needs to be purchased.

Multi-User License

A multi-user license means that the license can be installed on the specified numbers of computers entirely within your family, organizations and corporation within one particular specified location or on a network at a single site (e.g. office). Pricing for multi-user license depends on the number of end users the license will support.

2. According to the purpose of the use, the license can be divided into Personal License, Academic License, and Commercial License.

For Personal Use: With Personal License, you can use the product in a business, academic, or government environment and you can only intend to use it for private or employment use exactly on the licensed computers. We do not permit you to sell, distribute or undertake other activities with the software or any output from the software and do not authorize you to undertake any other activities with the aim to generate revenue directly from the output of the software.

For Academic Use: With Academic License, we offer discounts to a student or employees at schools or non-profit or government-run institutions for academic, research, instructional, administrative and charity use. Commercial use is prohibited.

For Commercial Use: With Commercial License, a person can use the product in a business, academic, or

government environment. They are free from the restrictions of using the output of the software for commercial uses, such as selling, distributing or other activities with the aim to generate revenue directly from the output of the software.

Reseller Discount

We welcome the opportunity to work with resellers and guarantee the best prices for them. To request a reseller discount, you can contact us to submit a ticket.

<http://ori-www.wondershare.com/company/distribution-and-publisher.html>

3. According to the duration of the license can be used, the license can be divided into One-year License and Lifetime License.

One-year License: One-year License allows you to use this license for one year and after that you can renew if you want. The payment (Swreg, Avangate or Paypal) will send you an email 7 days in advance to warn that the order is going to be expired 7days in advance. The e-mail will also provide instructions about how to turn off the "Automatic Renewal Service".

Swreg: You can visit the Cancel Subscription link at SWREG customer support: <https://www.cardquery.com>, and clicking on "I want to cancel my recurring payment."

Regnow: You can visit the link here(<https://admin.mycommerce.com/app/cs/lookup>) and input the order information. Click the order ID and you can cancel the recurring payment.

Avangate: You can stop the payments simply by logging in to Avangate myAccount, going to "My Products" area and by clicking "Stop automatic license renewal" beneath each product that has this option enabled.

Paypal: How to cancel a recurring payment (<https://www.paypal.com/selfhelp/article/FAQ1067>)

Call PayPal (<https://www.paypal.com/selfhelp/contact/call>)

Lifetime License: With Lifetime License, you can use the license and enjoy free upgrade for lifetime.

4. According to the device numbers of the license permits, the license can be divided into 1-5 devices and Multi-device.

1-5 Devices

Installation of the product purchased under a 1-5 Devices is restricted to one single personal computer and 5 devices. No matter the reason, if the software has been used for more than 5 devices, you will get the warning every time you use the software.

Multi-devices

Installation of the product purchased under Multi-devices is restricted to one single personal computer and multiple devices. e.g. If you buy Personal License (30 Devices), you can install the program on 1 PC for at most 30 devices. No matter the reason, if the software has been used for more than 30 devices, you will get the warning every time you use the software.

15. What is PC Numbers Limitation?

The single-user personal license can be only used on one device (PC or Mac). The Technician license can be used on unlimited devices. It depends on the license type you bought. You can check our license policy to check details via <http://support.wondershare.com/how-tos/what-is-your-license-policy.html>.

16. Can I buy Cross Platform license?

According to our refund policy, if the original program was purchased within 30 days, you need to purchase the proper program that you did not in the first place. After you purchase the right program, please fill in both order IDs in http://support.wondershare.com/return_exchange.html, the original program would be refunded back to you. However, if the original program is out of 30 days, we are unable to exchange the program for you or process the refund request. If this cannot solve your problem, please contact us by visiting <http://support.wondershare.com/?showchat=1&fromchat=1#/contact> to enter your issues. If you do not have order number or it shows 'order does not exist', please click 'others'-'skip', then, you can go to the page to write your issues. Our support team will get back to you as soon as possible.

17. What's the difference between Personal license and Business license?

With Commercial License, a person can use the product in a business, academic, or government environment. They are free from the restrictions of using the output of the software for commercial uses, such as selling, distributing or other activities with the aim to generate revenue directly from the output of the software. If your videos are for profit or business purposes, you will need to purchase a business license. All of the built-in music cannot be used for the business use even though you purchase the business license. More info you can check <http://support.wondershare.com/how-tos/what-is-your-license-policy.html>

18. Do you have License for unlimited devices?

Unlimited license is Billed annually. And when the license is expired and you cancel renewal service, you cannot use Recoverit anymore.