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3. Unless otherwise indicated SISL will only refund the purchase price if there is a technical problem with the software that cannot be resolved within 10 business days of the customer request.
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5. To receive a refund for downloaded software purchases from SISL, you must obtain from SISL a Letter of Destruction (described below), and complete and return the Affidavit to SISL along with the manual and CD if the Download Kit was purchased. No credit will be issued for incomplete or non-stellar component returns. You must also destroy all copies of the software you may have made or stored in any place, as well as uninstall the software from any computers owned or controlled by you where you have installed the software. Once you have returned the Letter of Destruction to SISL (and the Download Kit, if applicable), all licenses you may have to use the software will be immediately terminated, and any further use of the software will be an infringement of copyrights as well as other intellectual property rights.
6. All Letters of Destruction must have a Return Merchandise Authorization Number (RMA #) issued by SISL clearly displayed on the form. To receive an RMA number, contact SISL at orders@stellarinfo.com. You must provide sufficient information for SISL to be able to identify your transaction, such as the SISL order number and/or invoice number and/or date of transaction given to you when the download was ordered. If SISL is able to identify your order, and the request is made within the time frame discussed above, you will be given an RMA number as well as a copy of the Letter of Destruction ready for completion and return to SISL.
7. You must fill out all required information on the Letter of Destruction, sign and date the Affidavit, and return it to SISL as instructed on the form.
8. When SISL receives your properly completed and signed Letter of Destruction (and Download Kit, if applicable) within the time frame discussed above, SISL Software will provide a refund to you of the amount you paid for the software plus refund any appropriate taxes charged with that order. SISL will not refund any shipping and handling charges that may have been charged to you. Refunds will be made in the same manner as you purchased the product. If you purchased by check, SISL will send you a check, so please be sure we have your mailing address. If you purchased by credit card, your credit card account will be credited. If you purchased by company purchase order, your account will be credited.

Please allow 28 days for the refund to be processed.