



Terms and conditions

rev: 2013-05-23

Content

1. General
2. Extend license subscription
3. License transfers
4. Price and payment
5. Payment methods
6. Order confirmation
7. Delivery
8. SignCut Lifetime delivery
9. Warranty SignCut Lifetime
10. What happens if the dongle is broken within the warranty period?
11. What happens if the warranty is discarded due to reckless use or time?
12. What if I've lost my dongle?
13. Undelivered and reversed packages
14. PayPal dispute
15. Refund
16. Retailing without permission
17. Support
18. Website
19. Privacy Policy



1. General

These Terms & Conditions shall apply to all sales through SignCut Whisqu Asia CO., LTD and will exclude application of any deviating general or specific conditions or terms of buyer. No waiver or modification of these Conditions of Sale shall be binding upon SignCut Whisqu Asia CO., LTD, unless approved in writing by an authorized representative of SignCut Whisqu Asia CO., LTD. By ordering from our webshop you agree to these terms and conditions.

To order you have to be over 18 years old. Order placed without permission from guardian will be discarded. Order made in another name without their warrant or that in one way or another causing SignCut Whisqu Asia CO., LTD economic damage will be reported to the authorities

The information on this Web site may contain typographical errors or inaccuracies and may not be complete or current. We reserve the right to correct errors, inaccuracies or omissions and to change or update information at any time without prior notice. SignCut Whisqu Asia CO., LTD shall have the right, at our sole discretion, to refuse or cancel any orders placed for that item.

Please note that such errors, inaccuracies or omissions may relate to product description, pricing and availability. In the event that an item is listed at an incorrect price or with incorrect information due to an error in pricing or product information we reserve the right of cancel your order.



2. Extend license subscription

When extending your license subscription use the same license number you got when first registered for a trial. If you don't have the license number written down you can always retrieve it by do the following:

- > Open the software
- > Go to the help meny
- > Click "about SignCut"
- > In the information window that occurs you will find your License number.

If you don't have a license numbers please go to www.signcutpro.com/trial.html

3. License transfers

You can only transfer your license five times between different computers during your subscription period. If you transfer the license more than five times you need to extend your license with any one of our products in the webshop to unlock it. When you've done that your license will be extended with the additional product you purchased plus the time you had left before the license locked. If you need to use SignCut on more than one computer we recommend you to get two license numbers or our dongle version.

4. Price and payment

All products shown in our webshop are excluded VAT.

Disclaimer: we don't take responsibility for local VAT rules and agreements. If you are unsure, please consult your accountant.

5. Payment methods:

PayPal account (www.paypal.com for more information)

Credit Card: (Click [here](#) for more information)

Invoice: Please contact us at info@signcut.net to get an invoice. Your e-mail should always contain following details:

Company name:
Contact person:
Street-address
Zip-Code:
City:
Country:
Phone number:
PayPal/ or – email address for invoice:
License number:
Product:

Please notice that the estimated time for bank transfer is 2-3 working days, your product will be delivered as soon as your payment is registered at our bank account. For faster handlings issue please choose PayPal.



PayPal eCheque:

eCheques are payments from buyers who have attached their bank details to their PayPal account, but do not have a valid backup funding source such as a credit or debit card. It may also be that their backup card has expired. So to ensure that a secure payment can be made, an eCheque is generated. Sending an eCheque is a bit like sending someone a paper cheque, only it is done electronically. And because it is processed by PayPal, the payment is also protected and the sender and recipient do not need to share their financial details. For more information please visit [PayPal](#)

If your payment bounces back you will have to make a new purchase or contact your bank or paypal. It takes 5-9 working days for an eCheque to clear, therefore we don't recommend this method since we never deliver before payment clears. The best way to help avoid sending eCheques is to ensure that you have a valid debit or credit card attached to your PayPal account.

6. Order confirmation

When finished purchase you will receive a confirmation via email. If you don't receive a confirmation email please contact our live support.

7. Delivery

Extensions of license subscriptions are delivered directly after purchase. It takes about 30 seconds for the systems to update and you may have to restart the program. You will need your license number in order to extend it, and if you don't have the license number please see the "Extend license subscription" chapter.

If using eCheque: It takes 5-9 working days for an eCheque to clear, therefore we don't recommend this method since we never deliver before payment clears. The best way to help avoid sending eCheques is to ensure that you have a valid debit or credit card attached to your PayPal account.

8. SignCut Lifetime delivery

SignCut lifetime is delivered physical after we received payment, with a 14 day delivery warranty. In order to prevent stop in your workflow a temporary license preloaded with 14 days will be provided via email after your completed your purchase. If you don't receive any temporary license number please contact our live support and have your paypal transaction ID ready.

9. Warranty SignCut Lifetime

There is a 1 year warrant regarding the SignCut lifetime dongle. In order to use the warranty you need an order number from us or ask your dealer to send us a receipt at info@signcut.net

10. What happens if the dongle is broken within the warranty period?

You should send it back to us; we will provide you with a free prepaid postage stamp that will be sent to you. We will provide temporary license during the handling period (14 days). When we fixed the problem we send it back to you on our expense.

11. What happens if the warranty is discarded due to reckless use or time?

The warranty is discarded due to reckless usage and attempts to use the dongle as a storage unit or other actions that may cause that the dongle stops working. If the dongle due to reckless usage or time limit we will charge you an amount of 150 USD + shipping. This offer is only valid if the dongle has been sent back to us.

12. What if I've lost my dongle?

If you lost your dongle, this counts as reckless usage. Your dongle will be blocked and you will receive a new one against an amount of 200 USD + shipping.

13. Undelivered and reversed packages

When a package is returned to us because you did not collect it, or that you at your own request asked us to reverse the shipping back to us we reserve us the right to charge you for the shipping, returning and administration costs to an amount of 100 USD. This amount is withdrawn from the refund.

14. PayPal dispute

In case of the dispute your license will be shut down until we reach a solution.



15. Refund

Refund is rejected at all times when:

- Your purchase is completed and no objection has been made within 3 days (
- If you refuse to troubleshoot with our support
- Refund is not given for products regarding less than 1 month subscription time

If you want a refund always contact us at info@signcut.net

16. Retailing without permission

It is forbidden to sell your dongle or license further. If this comes to our knowledge we will contact local authorities. This is not pertain to delegation of business, if you are about to sell or delegate your business please make sure that the new owner contact us a.s.a.p. so we can re-register the company details and contact person to make support easier in the future.

17. Support

Technical and user support, SignCut Whisqu Asia CO., LTD reserves the right to refer to paid support as an option. The support agent will always inform before and never starts without the customer's approval.

18. Website

we reserve the right to change these terms and conditions at any time, and you agree to abide by the most recent version of this Terms of Use Agreement each time you view and use the Website. You are accordingly advised to consult the Terms of Use Agreement each time you view and use the Website. Do not use the Website if you do not agree to all of the following terms and conditions. We also reserve the right to change the prices in our webshop without further notice.

19. Privacy Policy

when ordering a product/service you will be asked to fill in your personal information. Upon purchase you agree to this information is stored in accordance with SignCut Whisqu Asia CO, LTD's privacy policy in order to fulfill our agreement to you as our customer. In accordance to the Swedish law of Personuppgiftslagen (198:204) you have the right to know the information SignCut Whisqu Asia CO, LTD's have registered about your person. If the information is erroneous, incomplete or irrelevant, you may ask to have your information corrected and/or removed. If this is the case please contact us by e-mail