

# **BobCAD-CAM**

## **Service & Software Policies**

### **SERVICES & TRAINING OFFERED:**

**ALL CAD-CAM SYSTEMS:** Post Processor generation, post processor modifications and assistance setting up communication with the machine control is provided free of charge to ALL BobCAD-CAM customers.

**Annual Support Package:** Is a renewable package that gives BobCAD-CAM customers the ability to utilize our Technical Support Department for all BobCAD-CAM related questions. The Annual Support Package is not a substitute for training needs.

**ALL NEW BOBCAD-CAM CUSTOMERS:** Receive technical phone support free of charge for the first 45 days after receiving your software. Beyond 45 days, you have the opportunity to sign up for Technical Support by calling 877-262-2231 or 727-442-3554.

**CUSTOMERS:** If you own a previous version of BobCAD-CAM software you do not qualify for 45 days of free technical support. You may sign up for the Annual Support Package by calling 877-262-2231 or 727-442-3554.

**Training Seminars:** Are offered throughout the continental U.S. These 3 day seminars are set up in a classroom setting to train you on the entirety of the latest version of the BobCAD-CAM software. For more information, please visit our web site [www.bobcad.com](http://www.bobcad.com) or call our toll free line 877-262-2231.

**On-Line Training:** Is a pay by the hour, one-on-one training opportunity. This training option gives customers the ability to train at their own pace in a one-on-one atmosphere on specific jobs or functions of the software as needed. For more information, please call our toll free line 877-262-2231.

**On-Site Training:** Is available by special request. This training gives the customer an opportunity to have one of our trainers come to your shop and train you on the BobCAD-CAM software on your machine as it applies to the specific applications in your shop. For more information, please call our toll free line 877-262-2231.

**Training CD Set:** These training CDs are designed to give customers detailed information on functions and usage for each new version of the BobCAD-CAM software sold. For more information, please visit our web site [www.bobcad.com](http://www.bobcad.com) or call our toll free line 877-262-2231 ext. 123.

**Demos:** Free, live demonstrations may be requested before the time of purchase. This allows the customer to verify functionality of the software for their specific application before purchasing the software. For more information, please call our toll free line 877-262-2231 ext. 123.

### **SOFTWARE GUARANTEES:**

BobCAD-CAM software will generate G-Code for 99% of all G-Code based machines. If the BobCAD-CAM software purchased can not generate usable G-Code for your machine control, you may request a RMA # and refund under the listed Return Guidelines.

If the BobCAD-CAM software purchased will not perform a function advertised on our official web site, [www.bobcad.com](http://www.bobcad.com), you may request a RMA # and refund under the listed Return Guidelines.

**Refund Requests will not be accepted after 60 days from receipt of your software**

### **SHIPPING & HANDLING FEES:**

Shipping and Handling fees apply to ALL products being delivered to the customer. Once a product has been shipped the original Shipping and Handling fees may not be refunded.

- If you have been shipped a Hard Lock (Dongle) Key, it is important that you DO NOT lose this Key. BobCAD-CAM Inc. is not responsible for lost or stolen Hard Lock (Dongle) Keys. If your Hard Lock (Dongle) Key is lost or stolen, the dongles can NOT be replaced without purchasing another license.

## **RETURN GUIDELINES:**

**Must be within 60 days from receipt of your software**

**YOU MAY REQUEST A RETURN AUTHORIZATION NUMBER AND REFUND IF YOU MEET THE GUIDELINES BELOW:**

- You have submitted a formal request in writing by emailing [refund@bobcad.com](mailto:refund@bobcad.com)
- You have worked with a Technical Support representative. Contact Technical Support by calling 727-489-0003.
- The technician you have worked with is able to determine that the BobCAD-CAM software that you purchased will NOT generate working G-Codes for your CNC machine control.
- The technician you have worked with is able to determine that the BobCAD-CAM software that you purchased will NOT perform an advertised function on our official web site [www.bobcad.com](http://www.bobcad.com).
- If you have registered your software, you must call BobCAD-CAM toll free 877-262-2231 Ext. 110 and De-Authorize all seats of the BobCAD-CAM software version you are returning.
- You have received a Return Merchandise Authorization number in writing with full instructions on how to properly return the BobCAD-CAM software
- If you have purchased a Hard Lock (Dongle) Key for your BobCAD-CAM software, you must return all Hard Lock (Dongle) Keys.
- If you are transferring a license of the BobCAD software to another user, and you have purchased additional licenses for that version of the software, all additional licenses must be transferred with the original license.

### **IMPORTANT NOTIFICATIONS FOR ALL RETURNS**

***You may not qualify for a refund if one of the following applies:***

1. Refusal to work with a technician will result in the automatic denial of your request for a refund.
2. It is the responsibility of the customer to ensure their machine control accepts standard ISO G-Code. (Returns will not be accepted on the basis of post processor issues if the CNC Machine control does not accept Standard ISO G-Code)
3. If a customer purchases the BobCAD-CAM software BEFORE the purchase of a machine, the customer may not return the BobCAD-CAM software due to machine or controller issues.
4. If, after the time of purchase, you decide to sell your machine or you are no longer going to utilize CAD-CAM software in your shop, you may not return the software. BobCAD-CAM will not accept returns on this basis. You may sell or transfer your license of the software to a new owner who will be responsible for a transfer fee of \$75.00.
5. BobCAD-CAM does not offer 100% satisfaction guarantees on any software sold. BobCAD-CAM offers a free demo on our web site for all products sold. This allows prospective and existing customers the opportunity to test the software risk free before the time of purchase. It is the responsibility of the consumer to ensure the BobCAD-CAM software fits their specific machining needs before the software is purchased.
6. If the package is received and there is no RMA number on the outside of the box the shipping and receiving department will refuse the package.

### ***Restocking Fees***

BobCAD-CAM charges a 10% restocking fee on ALL returns. For authorized returns, the original shipping charges will be deducted from the credit/refund that you receive. These charges will be listed in writing on your credit invoice.

### ***NON-Refundable Purchases***

- Rhino CAD Software
- Annual Support Package
- Training Seminars and On-Site Training
- On-Line Training
- Training CDs
- Predator products

For refund requests regarding training services, please contact the training department 877-262-223 ext.127

***Purchases through an Authorized BobCAD-CAM Reseller***

If you purchased the BobCAD-CAM software through an authorized software reseller, you **MUST** go through your reseller for a return. The same guidelines in this policy would apply in addition to any return policies that your reseller may have.