

BobCAD-CAM

Service & Software Policies

Contact Information:

BobCAD-CAM Inc, 28200 U.S. Hwy 19 North Suite E, Clearwater Fl. 33761
Toll Free: 877-262-2231 **Local:** 727-442-3554 **Technical Support:** 727-489-0003
Web Site: www.bobcad.com

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 G-Code accepted by your machine control, you may request a RMA # and refund under the listed Return Guidelines.

BobCAD-CAM guarantees that the software purchased will perform all advertised functions. If the BobCAD-CAM software purchased will not perform a function advertised on our official web site, 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. This charge will be listed in writing on your credit invoice.

- 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.

Other Charges and Fees:

BobCAD-CAM charges 20% of the original purchase price on ALL refunds. This charge will be applied to all purchases being refunded including any services, training and software purchased. This charge will be listed in writing on your credit invoice.

Resale of BobCAD-CAM Software:

If you are transferring a license of the BobCAD software to another user, and you have purchased additional licenses or add-on products for that version of the software, all additional licenses and add-on products must be transferred with the original license. In order to complete a transfer of ownership you will need to submit the following information to BobCAD-CAM:

- Your Full Name
- Your Company Name
- Your Contact Information including phone number and email address
- Software Version you are transferring
- Full Name of person you are transferring your license(s) to
- Full Company Name of person you are transferring your license(s) to
- Full Contact Information including phone number and email address of person you are transferring your license(s) to

You may mail your transfer request to the address listed above or email your request to transfers@bobcad.com

Once we have received your request to transfer your software license and you have been approved to transfer the new owners of the software license(s) will be contacted to ensure the software was received and at that time they will be responsible for a \$100.00 transfer fee. The transferred license can not be registered to the new owner until the transfer fee has been paid in full.

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.

RETURN GUIDELINES:

Must be within 60 days from receipt of your software

Annual Support Package: The BobCAD-CAM Annual Support Packages are a renewable multi-level 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.

- The Annual Support Packages are a Non-refundable purchase.
- There is a 20% Non-refundable deposit collected on all Annual Support Packages
- The refund of your Annual Support Package may be considered if all of the following applies:
 - You have purchased Support as a first time customer with BobCAD-CAM
 - You have not utilized your Annual Support Package
 - You have qualified for a refund based on BobCAD-CAM's Software Guarantees

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.

- The Training Seminars are Non-refundable once the scheduled training session begins.
- There is a Non-refundable deposit collected on all Training Seminars. Deposits are pro-rated based on your cancellation date prior to the seminar:
 - You have called more than 3 weeks prior the start of the Seminar – No Fees Apply
 - You have called 21 days prior to the start of the Seminar – 10% Non-refundable deposit
 - You have called 20 - 14 days prior to the start of the Seminar – 25% Non-refundable deposit
 - You have called 13 – 7 days prior to the start of the Seminar – 50% Non-refundable deposit
 - Last minute cancellations 6 days or less will not be accepted. If you have a last minute cancellation your training will be transferred to our On-Line Training Option for equal value paid for the Seminar. No Special offers or discounts can be applied and a \$100.00 transfer fee will be automatically deducted.
- No Shows or Walk Outs will not be considered for a refund.
- Charges may apply if you need to re-schedule a Training Seminar:
 - You have called more than 3 weeks prior the start of the Seminar – No Fees Apply
 - You have called 21 days prior to the start of the Seminar – 10% Surcharge
 - You have called 20 - 14 days prior to the start of the Seminar – 25% Surcharge
 - You have called 13 – 7 days prior to the start of the Seminar – 50% Surcharge
 - Last minute re-scheduling 6 days or less will not be accepted. If you have a last minute cancellation your training will be transferred to our On-Line Training Option for equal value paid for the Seminar. A 20% Transfer fee will be applied.

On-Line Training: Is a pay by the hour, one-on-one training option. 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.

- On-Line Training is a Non-refundable purchase once your training hours have been started
 - If you have purchased the training as a package deal (more than 1 hr. at a discounted rate) you may not refund any portion of the package once your training hours have been started
- There is a 20% Non-refundable deposit collected on all On-Line Training.

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.

- On-Site Training is Non-refundable and may not be re-scheduled unless arrangements have been accepted by the trainer in writing.

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 or call our toll free line 877-262-2231 ext. 123.

- Training CDs are Non-refundable
 - Once you have accepted delivery of the training CDs they may not be returned.

HOW TO REQUEST AUTHORIZATION TO RETURN:

- You have submitted a formal request in writing by emailing refund@bobcad.com
- For Software Returns, You must work 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 standard 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.
- 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.
 - If you have uninstalled the software already you will need to re-install the software and complete the De-Authorization process before returning the software.
- If you have purchased a Hard Lock (Dongle) Key for your BobCAD-CAM software, you must return all Hard Lock (Dongle) Keys. No De-Authorization is needed to return Hard Lock Keys
- You have received a Return Merchandise Authorization number in writing with full instructions on how to properly return the BobCAD-CAM software
 - You will need to ensure, when returning the software, you write your RMA# clearly on the outside of your package.
 - 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.

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 \$100.00.
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.