



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. Renewal of License Subscription

To renew your **SignCut Pro 1** subscription, please use your current license number which is to be found when you click "About SignCut" in the SignCut help menu and head our webshop: <http://pro1.signcutpro.com/webshop/>.

If you cannot find your license number, please contact our support from [here](#).

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 purchase at least 1-month subscription for our webshop to unlock it. Once the purchase has been made, your license will be extended with the additional product you purchased plus the time you had left before the license locked.

If you would like to use SignCut with more than one computer, we recommend you use SignCut Pro 2 (<https://signcutpro.com/pricing/>) or SignCut Offline (<http://pro1.signcutpro.com/webshop/lifetime.php>).

4. Price and Payment

All products shown in our webshop are excluded VAT.

Disclaimer: we do not take responsibility for local VAT rules and agreements. If you are not sure, please consult your accountant.

5. Payment Methods

- Pay with PayPal
- Pay with Debit or Credit Card
- Pay with Bank Transfer
 - To pay thru bank transfer, you will need provide the following information by sending it to info@signcutpro.com

Company Name:

Contact Person:

Residence or Business Name:

Zip code:

City:

Country:

Vat Number *(for companies in EU-countries only)*:

Phone Number:

Email Address for Invoice:

License Number (Pro 1 user) / SignCut Alias (Pro 2 users, you find it [here](#))

SignCut Edition (Student & Home, Standard or Premium): *for Pro 2 users only*

Duration of Subscription:

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.



- Pay with 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 payment has been completed, you will receive a confirmation via email. If you do not receive a confirmation email, please contact our live support to <https://signcutpro.com/>.

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 to extend it, and if you do not have the license number, please go to Recover License section from [here](#) to retrieve your license number or contact our support [here](#).

If using eCheque: It takes 5-9 working days for an eCheque to clear, therefore we do not 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 will be delivered once the payment has been verified and it has a 14-day delivery warranty. To prevent stop in your workflow a temporary license preloaded with 14 days will be provided via email after you completed your purchase. If you do not receive any temporary license number, please contact our live support, and have your paypal transaction ID ready.

9. Warranty SignCut Lifetime

SignCut lifetime dongle had a 1-year warranty. To use the warranty, you need an order number from us or ask your dealer to send us a receipt at info@signcutpro.com

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

You should send the dongle back and 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 the problem has been fixed, 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 has been damaged 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 always rejected 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 have any further questions or concerns regarding refund, please contact our support by sending us an email to info@signcutpro.com

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 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 to fulfill our agreement to you as our customer. In accordance with 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 personal information. 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