

Dear Valued Customer:

Thank you for your patronage!

Lone Wolf Software, Inc. strives to provide our customers with the highest quality products but we understand that occasionally a product must be returned because it does not meet your particular needs. We respectfully ask that you be fair to us when returning products for refund. That means returning the product to us complete and in new condition, and understanding that items such as custom modules and custom encoded or printed badges cannot be refunded under our Money Back Guarantee. Also, our Money Back Guarantee only applies to the purchase prices for products; shipping and handling charges will always be the responsibility of the customer (you), and will not be refunded.

We are devoted to the satisfaction of our customers, and to that end, if for any reason, you are dissatisfied with our product, and you wish to return it, you may do so with our blessing as long as you obtain an RMA during business hours within the specified number of days, usually 30 days, since the **date of shipment**. You may enjoy the use of TimeWolf™ and its associated products<sup>1</sup> for the money back period<sup>2</sup> without risk, beginning on the date the product was shipped to you. If during that period, you elect to return merchandise to Lone Wolf Software, Inc., for any reason, please follow these simple instructions.

**NOTE:** When opening your package, do not discard anything. You will need it in the event of any return. Once you determine that you would like to return a package: Call us at 623-824-1140 to request an RMA (Return to Manufacturer Authorization Number). This request MUST take place during normal business hours (Monday through Friday 8am - 5pm, Arizona time) within the period specified from the date on which the product shipped to you, for the product to be considered for return. Requests made after 5pm Arizona Time on the last business day of the Money Back Guarantee period will not be granted. Weekends and holidays are not considered business days. RMA's are valid for 10 days from the date of issuance and returns under an RMA must be received here at Lone Wolf Software, Inc. during normal business hours (Monday through Friday 8am - 5pm, Arizona time), within that 10 day period. Packages received without a valid RMA<sup>3</sup> prominently displayed on the packaging, will be refused. Expired RMA's will not be accepted and refunds will not be allowed.

All merchandise must be in its original packaging and in undamaged, new condition upon receipt. The RMA number must be prominently marked on the outside of the package being returned. Packages received which do not have an RMA number displayed, will not be accepted. All products must be in the original packaging (including the original shipping box), packing materials, album cover or jewel case, CDROM or diskettes, cables and connectors, registration materials, documentation and any other items included in the original shipment to the customer, with the exception of any non-refundable items. All returned merchandise must be shipped pre-paid and insured (No COD's) allowed. If sent by U.S. Mail, the package must be registered return receipt and insured. In all instances, a valid RMA must be present for acceptance.

<sup>1</sup>Money Back Guarantee does not apply to custom items such as Custom Modules and printed or encoded employee badges. Any item(s) created or altered specifically for you cannot be refunded and will not be covered under this Money Back Guarantee. Does not apply to specially priced, or specially ordered items. <sup>2</sup>Guarantee periods are 30 days unless otherwise agreed, and in all instances, the duration of the Money back period for each purchase will be specified at the time of purchase and disclosed as agreed on the invoice. The Money back Guarantee period includes shipping transit time.

<sup>3</sup>A valid RMA is a dated, unexpired number used to return products to Lone Wolf Software, Inc. issued by Lone Wolf Software, Inc.. RMA numbers are valid for 10 days.