

# Order Processing: What is the Note Perfect Refund Policy.

We consider that we provide more than enough samples, downloads and information for potential clients to make an informed decision as to whether or not what we provide is adequate for purpose. We believe it to be the clients responsibility to evaluate the samples, downloads and information before making a purchase and they are most welcome to [Contact Us](#) if they wish to do so. If for any reason a refund is requested we will assess them as follows:

- There is no refund for digital goods (downloads).
  - If however an error has been made in ordering digital goods we will evaluate the request and provide a voucher/coupon to correct that error up to the value of the mistake made.
- We will evaluate the request according to the information supplied.
- For CDs (see also the paragraph below). If we uphold the request we will request the return of the item.
- On our receipt of the item we will refund via PayPal, excluding postage. There are no refunds for postage. Returns are posted at the clients expense.

Note Perfect no longer provides CDs as part of it's service, however should it be essential that you require CDs instead of downloads, you can contact us for arrangements. In such a case, If a CD we supply is defective we will provide replacement, or refund via PayPal on it's return to us.

NB. Any licence for copying will be revoked, all copies and data made from the returned CD must be deleted and/or destroyed. No use of any distributed copies is permitted after return and refund. They must all be collected and destroyed.

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