

# Download: Why have my download links expired?

Thankfully most people who order downloads are able to retrieve their downloads at the first attempt. However the Note Perfect site operating software contains a safeguard against abuse. This means that links expire, and should they expire, it is unlikely to be a reflection on you, but is probably reason 2 below. There are two ways that this protection is activated.

1. Download links will expire if a download has not been retrieved by a purchaser after 14 days. Remember Downloads are normally available instantly after payment is received. Most people normally retrieve their downloads at the time of purchase.

- If you have left downloading till after 14 days the links will be reactivated by [contacting us](#).

2. Downloading links will expire after 10 download attempts. Again most people are able to retrieve their downloads on the first attempt, so links expiring is not a problem, it is rare that people need more than 1 attempt. Should it take more attempts to retrieve a download, the quality of your internet connection should be checked. Please see the FAQ "[My download stops before it is completed. What can I do?](#)"

- We suggest that if you have not been able to download after 3 attempts, it is wise to check the quality of your connection. More often than not, the quality of connection is determined by your locale, equipment and settings.
- If the security settings are set high, it can prevent a computer acting as expected. This can be the case particularly on corporate or public computers.

What are my options should my links expire?

- [Contact Note Perfect](#). We can do any or all of the following :
  - Reactivate the links. This will reset the 14 day / 10 Download attempt security.
  - Provide your files to download outside the Note Perfect site operating software.
  - These links for downloading will be in their simplest form. Any difficulty occurring at this stage will be an issue with your locale or your computer.
  - If we do this we will require you to notify us when you have retrieved. If we do not hear from you they will be deleted in 7 days.
  - You will not disclose the location of your alternative download to anyone.

## IMPORTANT

Should you experience expired links, it is NOT an accusation of abuse. It is simply that the site software is doing its job to prevent abuse.

Note Perfect will do everything in its power to provide you with downloads as described above. The only thing we cannot do is provide help in operating your computer, however there are parts of our FAQ that will point you to helpful advise.

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## ADDITIONALLY

The Note Perfect Download Policy is that if you have purchased a download and if you have lost or corrupted your download, we will provide the download again without charge - just contact us to arrange it. If we have revised (improved) our recording you will be provided with the latest version.

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