

How to return a product

In order to return your product, please follow the instructions below. We will not process a refund without a properly completed document showing that you have removed the product from your computer.

For **SHIPPED PRODUCTS**:

1. Only **unopened** product will be accepted for returns.
2. Include in the package the packing slip that you received.
3. Send the package to:
AddOn Store
P.O. Box 746
1210 7th Street
Oregon City, OR 97045
4. Please use delivery confirmation when you ship so that the package can be tracked.
5. After we receive your package and process the credit, we will email you a receipt.

For **Electronic Download Products**:

You will first need to find the email confirmation that you received from us upon placing your order (orders@addonstore.com). We will refer to this below.

You will be creating three screen shots using the Print Screen key on your keyboard.

To do a Print Screen, hold down at the same time, the ALT key and the Print Screen key (upper right on your keyboard). Then you will be "pasting" this screen on to a blank Word document by pressing CTRL V. Here are the steps for printing these three screen shots that will show us that you have removed the product from your computer.

1. Open a new Word document. Minimize the screen.
2. Find the program folder (this is the folder that contains the product you purchased from us) in your list of Program files. In the folder, click on Uninstall. After the uninstall is complete, do a Print Screen. Open your blank Word document and copy the screen on to the document (CTRL V).

If the program folder does not have an uninstall option:

1. Open your Control Panel. On the Control Panel you will see Add/Remove Programs. Find the program that you wish to return, highlight it and click on *Change/Remove* or *Remove* in the upper right portion of the screen.
2. Once the program has been removed, you will see that it no longer appears on the program list. Scroll to where it was in the alphabetical lineup of your programs, and do a Print Screen as explained above.
3. Open your blank Word document. Print the screen on to the document.

Next you will need to find the executable file on your computer and show us that you have removed it.

1. Go to the email confirmation that you received from us (orders@addonstore.com) upon placing your order. You will see the **File Name** next to the items ordered.
2. Do a search on your computer and find this file.
3. Delete the file.
4. Open your Recycle Bin. Do a Print Screen. Add the Recycle Bin screen shot to your Word document.
5. Empty your Recycle Bin. Do your final Print Screen of the empty Recycle Bin and add it to your Word document.
6. Save the document and name it: (*Your Order ID*) – *Return*.
7. Attach this document to the email confirmation that you received from us when you placed your order and reply to: orders@addonstore.com or fax to: 503-657-8306.
8. After we receive this document and process the credit, we will email you a receipt.