

Well Here's Some Feedback....

Posted by avsp67483 - 31 Mar 2014 15:56

I am extremely displeased with not only the duration in which I've had to wait for you to manually reset my license (to use the software that I have paid you for), but also this method of licensing the software directly to the OS/CPU/HardDrive. If I had have known this I might not have even purchased this application.

Having to wait for this manual reset of a license is not acceptable in my opinion as a systems administrator I work with software licensing in my business every day and have never experienced such an annoyance as this before.

I purchased this software knowing it had a 1 year support agreement and that after that year I would have to pay for another agreement if I wanted support and updates. What I did not realize is that I wouldn't even be able to install this on a new computer after that year without paying you for another support agreement!?! *This is COMPLETELY Unacceptable!*

You need to disclose up front and in bold easy to read text that a person is only leasing your software for 1 year at a time and that after the 1 year period they wouldn't even be able to install the software they paid for on a new computer or after a computer upgrade without paying you additional money.

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Re: Well Here's Some Feedback....

Posted by Gabriella V - 03 Apr 2014 10:06

Hi,

Thank you so much for your feedback.

Unfortunately, we cannot find any of our order by tracing your email address. Either, we haven't received any request from your registered email.

Was your order placed under another info? If so, we would appreciate if you could try to remember and provide the exact registered information. Also, other details such as the order number, order date, retailer, etc. would be very helpful for us to locate your order and support you in the future.

Sorry for all the inconvenience.

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