

Dear Early Impact Customer,

Due to the alarming increase in identity theft and fraudulent orders placed for software applications such as ProductCart, we now require customer signatures for most orders placed on our store. We apologize for the inconvenience but hope you will understand. If this is not acceptable to you, please reply to [info@earlyimpact.com](mailto:info@earlyimpact.com), and we will be glad to VOID your transaction (your credit card has not yet been charged).

**NOTE: This form is NOT required if you are an existing customer purchasing a second license, if you are purchasing a Support & Updates Plan; or if you are subscribing to MailUp!** For all other purchases, please sign and date the form below indicating your acceptance of this transaction and acknowledgement of Early Impact's return policy.

## RETURN POLICY

Early Impact offers a "no hassle" 30-day return policy on software only (this does not apply to "services"). Also, for software purchases: Early Impact requires that customers requesting to return the software first sign our "Proof of Destruction" agreement indicating that you have ceased using the software, and all traces of the software have been removed from all media and storage devices. All refunds will be for a total of the purchase amount less a 10% restocking fee which covers merchant fees and technical support. NOTE: Setup fees are a Service and are not refundable.

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I have placed the following transaction with Early Impact and agree to accept the credit card charge and abide by the terms and conditions stipulated in the RETURN POLICY on this form (please check all products that apply).

Item(s) Purchased:

- ProductCart (\$695)
- ProductCart BTO (\$1,495)
- Conflict Management Add-on (\$700)
- ProductCart Setup (\$50 – not refundable)
- Apparel Add-on (\$195)
- QuickBooks Synchronizer (\$495)
- eBay Add-on (\$395)
- Add-on Setup (\$25 – not refundable)

Print Customer Name: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Customer Phone #: \_\_\_\_\_

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Return by fax to: 800-617-3630 or scan and e-mail to: [info@earlyimpact.com](mailto:info@earlyimpact.com)  
Alternate Fax # 949-534-9110

No cover page is required