

SherWare Money-Back Guarantee

Wondering if SherWare software is really for your company? We have more than 500 clients across the country thrilled with our product, but just in case, SherWare offers you peace of mind with your decision with our 90-day Money-Back Guarantee.

We offer a money back guarantee if you contact us within 90 days of purchasing the software, letting us know of your decision to return the software. The guarantee only applies to the software and modules purchased and the first year of support. We will refund your money for your initial purchase, excluding any custom data conversions if you meet the following conditions:

- To return the software, you must contact us within 90 days of purchasing the software at 888-446-2218 or 330-682-0137 between our normal business hours of 9 a.m. to 5 p.m. EST. Please let us know your client ID when you call. You will be given a Return Authorization Number to include on your package.
- We must receive your software package in its original software folder condition, reasonable wear and tear excluded, no later than 14 days after you receive your RMA number. All manuals and guides must be included.
- Uninstall the software: All software must be uninstalled from all servers, computers and work stations.
- Shipping Costs: You pay all shipping costs to ship your software package back to us.
- We will refund your money upon receiving the software back from you. If you paid by credit card, the money will be credited back to your card. If you paid by check, we will mail a reimbursement check for that amount.

We understand that what works for some, may not be a perfect fit for you and your company. If you don't love the product, just call and let us know you wish to return it within the 90-day Money-Back Guarantee period and return your software, after it is uninstalled from all computers. It's that easy.



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