



Electronic Software Download Refund Form

FileMaker Inc.

Order Reference:

This form is your Letter of Destruction ("LOD"). Once completed, this LOD certifies that you have destroyed or never received any copies of the Electronic Software Download ("ESD") you purchased from the FileMaker International ("FMI"). In order for us to process your request, you must complete this form in its entirety and return it to FileMaker Inc. representative within 30 days from the date of purchase by fax to 02 9261 2757 or email.

FileMaker Inc. (Asia Pacific)
Customer Assistance Team
PO Box A2629
NSW 1235
Australia

Email your representative
Fax: 02 9261 2757

This Letter of Destruction ("LOD") is made and entered into by and between FileMaker Inc. and

("End User")

End User

Name:

Address:

Phone:

Email:

Bank Details

If you purchase via credit card you are not required to fill in the bank details below.

Bank Name:

Account Number:

BSB:

SWIFT Code*:

*Please request the SWIFT code from your bank if you are unsure of the code. The SWIFT code is necessary if the Letter of Destruction involves a refund.

Software Details

Title and Version of Electronic Software:

Installation Code/License Key:

Date of Original Purchase:

Reason for return

Please check all that apply:

- | | |
|---|---|
| <input type="checkbox"/> Dissatisfied with product | <input type="checkbox"/> Unable to download |
| <input type="checkbox"/> Duplicate order | <input type="checkbox"/> Incompatible with system |
| <input type="checkbox"/> Unable to install/re-install | <input type="checkbox"/> Wanted physical version |
| <input type="checkbox"/> Unable to upgrade/update | <input type="checkbox"/> Other, please specify reasons in corresponding box |

I, the End User, hereby declares under penalty of perjury by law, that as of the date of the Letter of Destruction, I have taken the necessary measures to delete and destroy the Electronic Software Download supplied to me under the End User License Agreement (EULA). In order to delete and destroy the Electronic Software Download, I have taken the following steps:

- Relinquished all rights to use and upgrade of the software application.
- Deleted the licensing key received from FileMaker Inc. and relinquished all rights to the EULA.
- Destroyed any and all electronic copies associated with all FileMaker Inc. applications but not limited to:
 - All files on the hard drive
 - CD Media
 - Other back-up media
- Destroyed all hard copy documentation provided within the software download.
- Attach original transaction receipt and return this completed form to FileMaker Inc. at the contact details listed above.

End User Authorised Signature:

Date:

Important: No credit will be issued until claims are approved by FileMaker Inc.

Authorised by FileMaker:

Date:

Please note: If the Letter of Destruction ("LOD") involves a refund please allow one to two weeks for the amount to be processed.