

## Apple Store QuickTime Pro Access Key(s) Refund Form

NO REFUNDS ACCEPTED AFTER 10 DAYS

This form is your Letter of Destruction (LOD). This LOD, when completed, certifies that you have followed the instructions below and removed the QuickTime Pro access key(s) for which you are seeking a refund and destroyed any backup copies of QuickTime that have been enabled by such access key(s), and that neither you nor any individual or organization will use, copy or distribute any QuickTime Pro access key that was purchased from Apple Computer, Inc.

Please complete this LOD and return it to **Apple Computer, Inc.**, within **10 days** of the date of purchase. We cannot accept refund requests after 10 days.

Please print the LOD, fill it out, and fax or mail it to:

Apple Computer, Inc.  
2420 Ridgepoint Drive  
Mail Stop: 198-BTO  
Austin, TX 78754

Apple Store Sales Support:

1-800-676-2775

**Fax: 512-674-2226**

We must receive the faxed or mailed copy within the **10-day** period for your order to be voided and your purchase price refunded. Please allow 2-3 weeks for processing.

——**NOTE: This form must be completed and signed for this document to be honored**——

### Letter of Intellectual Property Destruction (LOD)

This AGREEMENT (the "Agreement") is made and entered into by and between Apple Computer, Inc., a California Corporation, and the Customer. The Customer agrees to take the necessary measures to delete and destroy the intellectual property described hereinafter. Apple Computer shall refund the purchase price of the product to the Customer and report the product as "destroyed" to the software publisher once this letter has been executed by the Customer and received by Apple Computer, Inc.

Please note that you can receive a refund for your QuickTime Pro access key(s) only. Any promotional CDs that may have been part of your order were sent to you for the costs of shipping and handling and are not eligible for a refund. Also, if you purchased multiple QuickTime Pro access keys on a single order, you must delete and stop using all access keys as instructed by this document. We cannot provide a refund to you for less than all the keys you purchased on a single order. Please do the following:

1. Remove the QuickTime Pro Access Key(s) original copy(ies) by following the steps appropriate for your computer system:

#### Macintosh

1. Open your System folder.
2. Open your Preferences folder.
3. Place the file "QuickTime Preferences" in the trash.
4. Empty the Trash.
5. You may get a dialog box that says, "The trash contains "X" items, which use "X" K of disk space. Are you sure you want to remove these items permanently?"
6. Click on "OK."
7. Restart your computer.

#### Windows

1. Select the "Start" button on the Windows Task Bar, choose "Programs," then "Windows Explorer."
2. Click the + sign next to the Windows folder once.
3. Click the System folder icon once.
4. Locate and click once on the file "QuickTime.qtp."
5. Press the "Delete" key on your keyboard.
6. You will get a dialog box that says, "Are you sure you want to send 'QuickTime.qtp' to the Recycle Bin?"
7. Click on YES.
8. Click once on the Recycle Bin located on your desktop.
9. Using the right mouse button, select "Empty Recycle Bin."
10. You will get a dialog box that says, "Are you sure you want to delete 'QuickTime.qtp'?"
11. Click on "YES."

2. Completely erase any backup copy(ies) you may have made of any copies of QuickTime that have been enabled using any of the QuickTime Pro access keys for which you are seeking a refund.

3. If your QuickTime Pro access key was purchased through the Apple Store, attach a copy of the order confirmation email with the subject line, "Your Apple Store Order." If you ordered prior to March 15, 2001, attach a copy of your Confirmation of QuickTime Pro Upgrade to this form. The Confirmation of QuickTime Pro Upgrade was sent to you either by mail or email as a confirmation of your order. We cannot issue a refund without either an Apple Store order confirmation email or the Confirmation of QuickTime Pro Upgrade.

4. Complete the following information: (Fields marked with asterisk \* are mandatory)

Publisher: Apple Computer                      \*Order Number: \_\_\_\_\_  
Product Name: QuickTime Pro Upgrade      \*Credit Card Number: \_\_\_\_\_

\*Please choose one of the following reasons that best describes your return:

- Not satisfied with product
- Bought wrong key (wrong platform)
- Not satisfied with customer service
- Multiple billing with Transaction id # \_\_\_\_\_
- Couldn't make key work
- Other

\*Name: \_\_\_\_\_

\*Street Address: \_\_\_\_\_

\*City: \_\_\_\_\_ \*State: \_\_\_\_\_ \*Zip Code: \_\_\_\_\_

\*Email Address: \_\_\_\_\_

\*Phone (with area code): \_\_\_\_\_

\*Signature: \_\_\_\_\_ \*Date: \_\_\_\_\_

Comments: \_\_\_\_\_

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