

# ProjectSAM Website Terms and Conditions

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## REFUND POLICY

- 1 A product can only be refunded or returned within 7 days after purchase and if its serial number has not yet been activated inside Kontakt, Komplete or Service Center.
- 2 ProjectSAM charges a refund fee of 1% of the sales price, with a minimum of €7,50 / \$8.50.

## LICENSE AGREEMENT

By placing an order on this website you agree with our [end-user license agreement](#).

## SUPPORT

ProjectSAM handles all (technical) support over e-mail. You can expect a response within 24 hours on business days. ProjectSAM does not offer phone support or assistance.

## CURRENCY & PRICING

US and Canadian customers pay in US Dollars.

All other customers pay in Euros.

Euro list prices exclude 21% VAT (Dutch rate). Without a valid business VAT number provided, 21% VAT is added to all orders within the European Union.

21% VAT is added to all orders from The Netherlands, regardless whether a VAT/BTW number is provided.

## DOWNLOADABLE PURCHASES

The following terms & conditions only apply to downloadable purchases.

### Privacy Notice

When downloading your purchase through the ProjectSAM Downloader application or manual download page, the following data is logged for support and security reasons: your ProjectSAM username, the product being downloaded, your IP address, average download speed and your the amount download attempts.

### Internet Speed Notice

Direct Download purchases are hosted on a number of fast, industry-standard Amazon S3 servers. The ProjectSAM Downloader application selects the server closest to you. Make sure your internet connection (ISP) is capable of downloading your purchase. While ProjectSAM will assist you in any reasonable way, it does not take final responsibility for interrupted or slow connections.

### Backup Responsibility

It is the final responsibility of the customer/user to safely store and backup the downloaded products. While ProjectSAM will assist in any reasonable way, it has no legal obligation to offer a redownload or shipment of the product in the future.

## **SHIPPED PURCHASES**

The following terms & conditions only apply to products that are shipped to you in a physical box.

### Duties / Customs on non-US orders

ProjectSAM ships all non-US orders from The Netherlands, Europe. Please note that duties or customs may apply when ordering from outside The Netherlands. ProjectSAM cannot be held responsible for any duties or customs charged.

### SteptimeWare shipping privacy notice

All US orders are shipped from the United States by our US distributor SteptimeWare. In order to offer you this service, your name, shipping address, e-mail address and phone number are sent to SteptimeWare after placing your order at ProjectSAM. Your e-mail address and phone number will only be used by them to schedule a UPS or FedEx shipment, sending you your shipment tracking number or contacting you with important questions about your order.

[www.projectsam.com](http://www.projectsam.com)