

Radica Software Sdn. Bhd. Sales, Shipping, Cancellation and Returns Policy.

Sales.

All Electra Cloud Plan subscriptions are only accessible online. After the order is processed, a confirmation email with an invoice will be sent for license assigning purposes. Electra Cloud Professional subscriptions include an Electra Cloud license as well as desktop-installable software, Electra E9, designed for offline usages. All subscriptions will be charged with terms applied at the time of renewal purchase. For more inquiries, please contact sales@radicasoftware.com.

Electra E9 is only available as a downloadable file. All Electra E9 perpetual sales will include a link to download the latest, non-expiring release version of our software. Upon order processing, the customer will receive a serial number as well as an invoice via email. After entering a valid serial number, the Electra E9 must be activated online within 30 days. Please contact support@radicasoftware.com if you are unable to activate online.

International orders, white labelling and OEM are welcomed, please contact sales@radicasoftware.com.

Order Processing.

As soon as we receive notifications from our payment processor, orders are processed automatically and instantly. Some orders may be delayed (for no more than 24 hours) due to fraud checking and review by our payment processor, and once cleared, your order will be processed immediately and automatically.

Some items, such as upgrade purchases, involve manual processing, which is usually completed within 24 hours and no longer than 48 hours. If the processing of your order is delayed for any reason, you will be notified by email within 48 hours. Radica Software Sdn. Bhd. reserves the right to place any order on hold for security reasons, and you will be notified by email if your order is affected.

Duties and Taxes.

International orders may be subjected to brokerage fees, import tariffs, custom import duties, custom clearance fees, value-added taxes, as well as local taxes, and may also be subjected to withholding tax obligations. Any additional customs clearance charges must be borne by the

customer; we have no control over these fees and cannot predict what they might be. Customs policies vary greatly from country to country; for more information, contact your local customs office. When you order from Radica Software Sdn. Bhd., you are considered the importer of record and must abide by all laws and regulations of the country where the goods are being delivered.

30 days Money Back Guarantee.

We want you to be fully satisfied with your Radica Software Sdn. Bhd. purchase. If you are dissatisfied, you may return your order within 30 days of the purchase date for a full refund, minus any additional charges that may apply. You may be asked to provide proof of deactivation. Except for the Electra Cloud Personal Plan, this term applies to all products.

Customers are strongly advised to download the Trial version of the product for evaluation before purchasing.

Questions.

If you have any questions and require additional information, please contact us at sales@radicasoftware.com.

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