

Stellar Information Technology Pvt. Ltd.

D-16, Sector-33, Infocity Phase II
Gurgaon-122001, India

Frequently Asked Questions for Order Processing and Payment Options

Dear Customer,

We Appreciate The Opportunity to Serve You.

All The Orders Are Being Processed by Our E-commerce Service Provider "element-5".

Please Find Mentioned Below The Details of Various Payment Options Available to You While Ordering Stellar Products and The Contact Details to Check The Order Status.

If Your Query Remains Unanswered, Please Feel Free to Contact Us At:

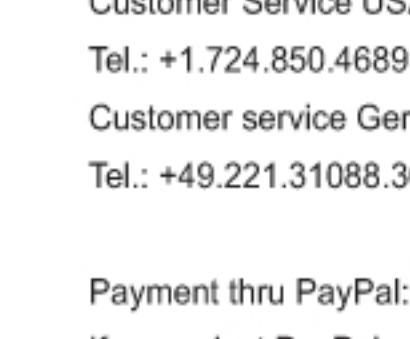
Orders@stellarinfo.com

Payment Options available to you

We process payments online for our customers using our payment gateway vendor Element5.com You can make the payments using:

Credit Card / Debit Card
Wire Remittance
PayPal
Cheque payment
Cash Payment
Purchase order

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Paying thru Credit or Debit Card:

Payment by credit or debit card provides the fastest order processing.

We accept Visa, MasterCard, American Express, JCB and Diners Club, as well as UK debit cards Solo and Switch.

Orders are processed immediately once entered in our system. Shipment is initiated once the order is confirmed.

Products to be delivered electronically are generally available for delivery immediately upon order confirmation.

Physical shipments of products are initiated on the same or next business day from the date of order receipt.

Paying thru Wire Transfer

European customers:

Please transfer the funds through Element5, our payment gateway vendor in Germany, France, UK, or Finland depending on which account is most convenient for you. Thus, you may be able save on international wire transfer fees.

Please confirm any fees with your bank so that the full amount is transferred to us.

You will receive the necessary bank account information along with the order confirmation sent by e-mail after our system receives your order.

Customers from Germany with online banking can transfer the funds directly during the online order process. Further information is provided in the order process.

These orders are treated as credit card orders, and as such, products are delivered immediately after the order is entered in our system.

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Paying thru Check:

Please send your check to the customer service of element 5 in Germany or in the US.

It is important that you make it payable to the correct recipient to avoid delays.

You will receive the check payment information along with the e-mail order confirmation following receipt of your order in our system.

If you would like to include your check in your order, please contact our customer service.

We will provide you with the correct payment information for your country to avoid possible delays in processing your order.

Products to be delivered electronically are generally available for delivery immediately following receipt of payment, or within 48 hours. Physical shipments of Products are initiated immediately following receipt of payment in most cases. Personal checks may be held for up to 10 business days for processing.

PLS NOTE THAT YOU NEED TO ALWAYS INCLUDE YOUR ORDER REFERENCE NUMBER, IN THE MEMO FIELD OF YOUR CHECK.

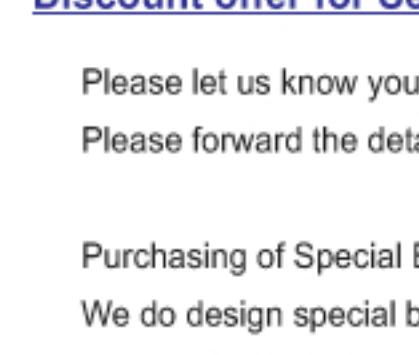
In case you want any clarification on wire remittance please contact Element5 Customer service center at the contact number below:

Customer Service USA
Tel.: +1.724.850.4689 or +1.800.406.4966
Customer service Germany
Tel.: +49.221.31088.30

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Paying thru Cash:

You can also send us cash by mail through our payment processing gateway Element5

As soon as you have placed your order, you will receive an e-mail with detailed instructions on where to send the cash.

PLEASE NOTE THAT YOU NEED TO INCLUDE YOUR ORDER REFERENCE NUMBER, WHILE SUBMITTING THE CASH PAYMENT INFORMATION.

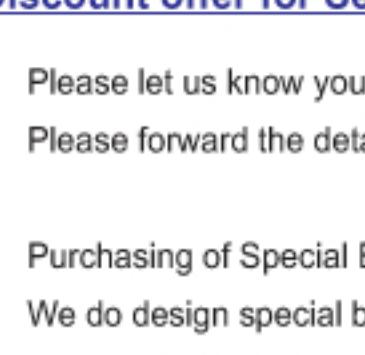
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Discount offer for Second purchase:

Please let us know your previous order details such as order no. and date of order.

Please forward the details on orders@stellarinfo.com so to enable us to help you.

Purchasing of Special Bundles which are not in our Offerings:

We do design special bundle to meet special need of our clients. Please send us details of products you want to purchase so to enable us to help you.

Not willing to purchase Online:

You can purchase the software from our Partners:

Please visit the following link to have details of our Partner Network.

<http://www.stellarinfo.com/international.htm>

Getting Refund:

If your order is refundable as per our Refund Policy, please request for RMA number and letter of destruction with following information. Send your request to our customer support dept. at orders@stellarinfo.com with

Order details

Reason for asking Refund

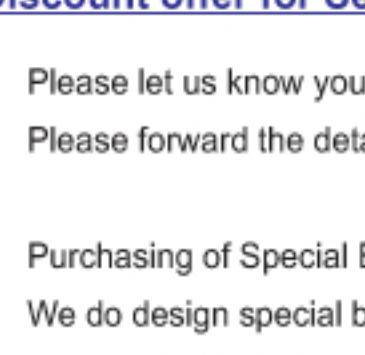
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We will inform you within 2 business day.

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Currencies we accept:

We accept payment in the following currencies:

US Dollars, Euro, Pound Sterling, Australian Dollars, Japanese Yen, Canadian Dollars, or Swiss Francs.

There are also other display currencies, which allow you to see product prices converted into additional currencies during the online order process for reference purposes.

Secure Order Process at Website:

The order process at element5 the payment gateway of Stellar is protected via a secure connection so that the data sent to the recipient can only be read by the recipient.

Important information such as credit card numbers, addresses, etc. is sent to the recipient securely via the Internet. All of the data entered on the protected pages is encrypted using the SSL (Secure Socket Layer) protocol. Our servers support SSL Version 3 and 168-bit Triple DES encryption. The RSA module and SSL sessions feature 1024-bit encryption.

In Netscape, you can tell that SSL is activated if you see a closed padlock in the lower left corner of the browser window.

In Internet Explorer, the padlock icon is located at lower right in the status bar of the browser window.

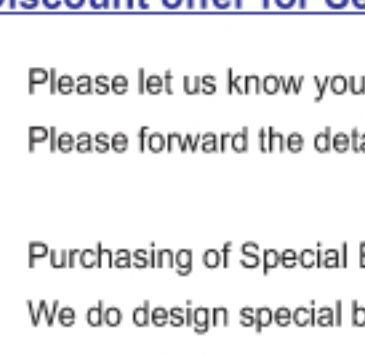
If you do not see the padlock icon when you enter our order process from the product vendor's website, then please do not access the order form by left-clicking the link or button on the vendor's page, but instead right-click and select 'Open in new window' from the options displayed.

The padlock will then be displayed on this page.

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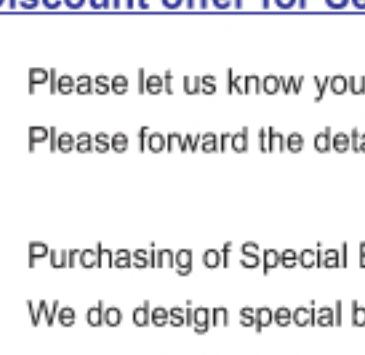
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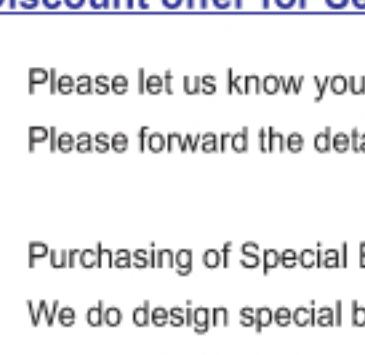
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