

Avid information for new Westlake website

<http://shop.avid.com/store/cms.do?cmspage=refundsAndReturns#physicalreturn>

Exchanges:

HOW DO I RETURN MY PRODUCT?

You may return any unopened/unused product within 30 days of purchase except for the following types of purchases, which are non-refundable:

- Replacement Discs (offered with free shipping)
- Avid Vantage
- Avid Studio In-App Activations
- Reference Guides
- Activated software (digital) rentals
- Annual Support offerings

If you received a product that arrived damaged or is defective, we'll gladly replace it. Exchanges are not allowed for any other reason. To return any shipped product, please [visit the Return Merchandise Authorization page](#) and follow the instructions. To return a software download, please download, complete, and fax in this [Letter of Destruction form](#) and fax it back to: 519-772-4300 (Canada) / 661-702-2903 (US). You will be refunded within 10 working days.

If you have any additional questions about returning products, please contact our customer service team by email: shop.avid@arvatosystems.com.

How will my refund be processed?

If we accept your return (based on the guidelines above), we'll refund the purchase price of the product using the same payment format you chose when placing your order (e.g., a credit to your credit card or PayPal account). You should receive your refund within 10 working days of your request. Please note that freight charges will not be refunded. To avoid any delay, please follow the return process above instead of initiating a chargeback.

HOW DO I RETURN MY DIGITAL DOWNLOAD PRODUCT?

It is only possible to return a download/digital product by sending a [Letter of Destruction](#), the only exception to this applies to Sibelius 7 Academic products. Please fill in the form completely and fax it back to: 519-772-4300 (Canada) / 661-702-2903 (US). You may also scan and email the document. You will be refunded within 10 working days. Should you have any questions regarding the procedure, please contact customer service. Please be aware that rental download products cannot be returned once they have been activated.

By email: shop.avid@arvatosystems.com

Please note, Studio In-App Activation purchases, annual supports, and Activated Rental Downloads are non-refundable. If you are having technical issues, please refer to our online forums for assistance.

Our staff will be glad to clarify your issue and help as quickly as possible.

HOW DO I RETURN AN ACADEMIC PRODUCT FOR WHICH I AM NOT ELIGIBLE TO PURCHASE?

For boxed versions of Academic products, return the box and all its contents, along with a copy of the Identit-E eligibility response message you received. Please visit the [Return Merchandise Authorization](#) page and follow the instructions.

You may return an Academic download/digital product by sending a copy of the Identit-E eligibility response message you received. Please fax it back to: 661-702-2903 (US) / 519-772-4300 (Canada). You may also scan and email the document to shop.avid@arvatosystems.com. A Letter of Destruction form is not required.

You will be refunded within 10 working days. Should you have any questions regarding the procedure, please contact customer service.

For Sibelius 7 Academic purchases, you may convert your Academic purchase without returning it to a full, professional Sibelius license. You may apply your Sibelius 7 Academic license purchase price to a full version with the time-limited code provided by Identit-E. Select the digital download option and enter your conversion promotion code during checkout.

WILL I GET MY MONEY BACK FASTER IF I INITIATE A CHARGEBACK?

Please do not initiate a chargeback — you'll never get your money back faster using this method. If it seems that you're waiting too long for your money, please contact customer service.

By email: shop.avid@arvatosystems.com

Our staff will be glad to clarify your issue and help as quickly as possible.

CAN I CANCEL MY ORDER?

You may cancel an order for a shippable product, as long as the order has not yet been finalized for shipping. If you need to cancel your order, please contact our customer care

team as soon as possible, and we'll let you know if that's still possible. If it can't be cancelled because your order has been finalized, you may return your order for a refund by following our [Refunds and Return process](#).

You may return any unopened/unused product within 30 days of purchase except for the following types of purchases, which are non-refundable:

- Replacement Discs (offered with free shipping)
- Avid Vantage
- Reference Guides
- Avid Studio In-App Activations
- Activated software (digital) rentals
- Annual Support offerings