



DONGLE REPLACEMENT FORM


Customer Information

Last Name: _____ First Name: _____

Company name: _____

Address: _____


(we are unable to ship to Post Office boxes)

 Customer serial number (one form per serial number): _____

City/Town: _____ State/Province: _____ Zip code: _____ Country: _____

Phone number: _____ Fax number: _____ E-mail: _____

Items to replace (this section is applicable for exchange of defective or outdated Dongles)

 Numbers of items returned: _____ Defective Windows Dongles

_____ Defective/Outdated MAC ADB Dongles


_____ Defective MAC USB Dongles

Items to exchange (this section is applicable for exchanges from Mac ADB to Mac USB Dongles)

 Number of Mac ADB Dongles to be exchanged for Mac USB Dongles: _____ (only for version 4.1 and over)

Terms and Conditions

Upon receipt of this completed form and payment (if applicable), Quark will ship the replacement Dongles. Should you fail to return the exact number of Dongles, Quark may either debit your credit card or charge you a fee up to the total list price of the full product software package for each unreturned Dongle. In addition, Quark will also pursue for all applicable legal costs necessary.

 Signature (required): _____ Date: _____

Instructions

Please fax the completed and signed form to Quark Media House Sarl, fax: **+41 32 720 14 80**
You will also need to return the stated number of Dongles, **including a copy of this form to:**

**Quark Media House Sarl
Hardware Return Dpt
Puits-Godet 6A
CH-2000 Neuchatel
SWITZERLAND**

VERY IMPORTANT SHIPPING INFORMATION

- Items to declare: “defective hardware key(s), no commercial value, value for customs purposes only”
- Value to declare: 5 SFR per Dongle
- Use the “CN22” sticker form whenever possible
- Send the shipment as registered and insured delivery, as Quark will not be held responsible for lost or stolen dongles