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Sales and Refund Policies for Professional Edition Software

All prices quoted are in U.S. currency. Prices and fees are subject to change without notice. We accept Visa, MasterCard, Discover and American Express cards on all phone, fax and mail orders during business hours. Business hours are Monday-Friday, 9-5 EST. Online purchases can be made through PayPal and can be completed during off hours.

QuicDoc® and Office Therapy® Professional Edition software licenses purchased through TheraManager DocuTrac are refundable within 30 days of purchase only if the software has not been unlocked and registered. We regret that we cannot refund a license fee once software is unlocked and registered. TheraManager DocuTrac offers trial uses of its Professional Edition software so that potential clients may use the software to evaluate it for suitability before purchasing. Our Sales Department is available to answer questions and assist in evaluating software needs. All refunds will incur a 10% processing fee. The following fees are non-refundable:

- EMDR Content fee
- Wiley Treatment Planner Content fees
- DrFirst E-Prescribe fees
- Upgrade fees
- Annual Maintenance fees
- Shipping fees

Policies Regarding Licensing and Annual Maintenance

Depending on the type of network configuration, the software is licensed by either the number of workstations or number of active users. Additional licenses can be purchased from TheraManager DocuTrac. In order to obtain additional licenses, you are required to be running the most current version of the software. If your version is not current, you will need to purchase an upgrade, as well as the additional license(s).

To add the EMDR Content, Wiley Treatment Planner Content, Courtesy Calls, E-Prescribing with DrFirst or credit card processing, you must be running the most recent versions of the software.

Software licenses are not transferrable. They cannot be sold or transferred to another individual or agency, nor can they be switched to a Group or Single license.

If you wish to acquire Annual Maintenance and have multiple software licenses, you are required to obtain maintenance for all licenses purchased. Additional licenses purchased before your Annual Maintenance expiration date will be pro-rated to coincide with your existing maintenance renewal date. Annual Maintenance renewal cost is based on the total number of licenses you have purchased.

Technical Support services are available to help solve specific problems with the software and provide basic assistance with specific features. Training is not included as part of an Annual Maintenance plan, however web based training is available at \$79.00 an hour.

Important Notice: In order to receive any technical assistance to file claims electronically, use E-prescribing, Courtesy Calls, Wiley Treatment Planner Content and credit card processing, you will need to be current on Annual Maintenance.

Policies are subject to change without notice