



Lacerte 2011 Refund Policy

Dear Lacerte Customer,

In response to your request, here is the Lacerte Refund Policy. We expect to make the 2011 Lacerte Tax program available on November 7, 2011 this year, so if you intend to cancel your 2011 renewal, be sure to submit that request to us **in writing** prior to October 17, 2011, to allow time to stop shipment.

Lacerte Refund Policy:

Lacerte Software will issue a 100% refund of the license fees for the 2011 tax programs (including amounts received by Lacerte for shipping and state sales taxes) provided Lacerte receives a written request from the licensed user. This request must be received prior to the initial shipment or web download of the 2011 tax program. After the initial shipment or web download of the 2011 tax program Lacerte will not issue any refunds.

If you have any other questions related to your account, feel free to contact Lacerte Customer Service at 800-933-9999. We appreciate your continued loyalty to Lacerte.

Best Regards,

Lacerte Software Customer Service