

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

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.

We recommend that customers in the US and Canada pay by credit card or check to avoid the considerable expense and delays that may be incurred in transferring money to one of the European accounts of Element5.

PLEASE NOTE THAT YOU NEED TO ALWAYS MENTION YOUR ORDER REFERENCE NUMBER WHILE DOING A WIRE REMITTANCE.

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

Payment thru PayPal:

If you select **PayPal** as payment option during the order process, you would be provided with a link which will redirect you to the PayPal Website directly in order to complete your payment.

To use this payment option you will have to register an account with PayPal which you are able to cover by wire transfer, credit card and others.

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

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.

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

Paying thru Purchase Order (PO)

Business customers can generally place a purchase order (PO) through customer service of element 5, our payment-processing gateway.

Purchase Orders should be printed directly from your accounting system on company letterhead.

All POs must include the following information so that we can process your order:

- The product name and, if known, the 6-digit product ID number
- The number of units you wish to order
- The name to which the product should be licensed
- Your company's billing address and, if applicable, a different delivery address
- Contact name, phone number and fax number
- The e-mail address for the order confirmation and invoice and, if different, the e-mail address for delivery
- The currency you would like to order in (if applicable)

If this information is complete, our customer service will be able to process your order without delay.

Customer Service USA

(Language: English)

Element 5

PO Box 844, Greensburg, PA 15601-0844 USA

Tel.: +1.724.850.4689 or +1.800.406.4966

Fax: +1.724.850.8187

Customer Service Germany

Languages: German/English/French/Italian/Spanish/Portuguese)

Element 5 AG

Vogelsanger Straße 78,50823 Cologne, Germany

Tel.: +49.221.31088.30

Fax: +49.221.31088.29

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.

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

Click here for our [Refund Policy](#) or visit (<http://www.stellarinfo.com/refund-policy.pdf>)

We will inform you within 2 business day.