Important Information about
Maximizer Software's Customer Support and Return Policies

Congratulations on purchasing Maximizer CRM!

Customer Support

If you need assistance in installing, configuring or using the software, the support options available to you are summarized at https://www.maximizer.com/support/.

Self Service Support

All Maximizer customers can use the following self-service options at no charge:

- Maximizer Academy: https://maximizer.helpdocs.io/
- Manuals and documentation: https://www.maximizer.com/support/

Return Policy

Maximizer Software offers trial versions of its retail products for up to 30 days to give customers an opportunity to assess the value of Maximizer Software's products prior to purchase. As a result, Maximizer Software does not accept returns on its retail products purchased:

- directly from Maximizer once they have either been shipped from our warehouse or downloaded from our Web Site; or
- indirectly through Maximizer Business Partners

Bundled Software

Maximizer Software does not accept returns on products obtained as part of a bundle with other computer services or equipment, or distributed by another company as part of a software compilation.

Services

Maximizer Software does not accept returns on its services – customer support contracts, professional services, product customizations – that are sold to customers under contract.

Products and Services Purchased Outside of the Americas

For return policies on products and services purchased outside of the Americas, please refer to the local offices.

In the event of a discrepancy, policies posted on the web site supersede those stated herein.