Mariner Software

What is your return policy?

Jim Henson - 2014-02-20 - Purchasing and Policies

Mariner Software is proud to offer a 30-day money back guarantee on all our products. However, it important for you to know that if you purchased your software from one of our retailers, Mariner cannot provide a refund on that product. Purchases made from Apple's App Store are subject to the terms and conditions found on Apples' website and refund requests must be made to Apple, Inc.

If you have made a purchase from our eStore, and wish to return your product, please follow the steps outlined here in order to receive a refund.

To return a boxed version of our desktop software:
Send an email, requesting a refund, to sales@marinersoftware.com. You will need to include the date of purchase, your contact information, the product you wish to return and the serial number. Once you have received a response from our Customer Service Department regarding your request for return, you must return the product to:

Mariner Software, Inc
PO Box 1912
Minneapolis, MN 55311
attn: Customer Service – returns

Once the software has been received, Mariner will validate your return. Once we have validated and confirmed that the returned product was purchased from our eStore, we will process a credit within 3 to 5 business days.

To return a download version of our desktop software:
Send an email, requesting a refund, to info@marinersoftware.com. You will need to include the date of purchase, your contact information, the product you wish to return and the serial number. Our Customer Service Department will contact you, via email, with the steps to take in order to remove the software.

Please be aware, that due to piracy threats, if you wish to return your download product within the 30 day time period because of a non-technical issue, Mariner reserves the right not to honor your request.

To return a Paperless ScanSnap bundle:
Send an email, requesting a refund, to sales@marinersoftware.com. You will need to include the date of purchase, you contact information, the serial number included in the Paperless software box and the reason for the return. Our Customer Service Department will contact you and supply you with a Return Authorization number and instructions for shipping back the bundle. *Please be aware that Mariner will assess a 20% restocking fee for returned Paperless-ScanSnap bundles.* Once you have this information, you must return the ScanSnap scanner, in its original packaging along with all the original manuals, warranty cards and software. You must also return Paperless along with the original serial number card and CD.

Paperless bundles are to be returned to:

Mariner Software, Inc
249 Latimer Avenue
Strabane PA 15363
attn: Returns

Once the bundle has been received and validated as to the reason for the return, we will begin processing a credit within 3-5 business days.