



## INTELLECTUAL PROPERTY DESTRUCTION AGREEMENT

This AGREEMENT (the "Agreement") is made and entered into by and between ACD Systems of America, Inc., a Florida corporation (hereinafter "ACD") and \_\_\_\_\_ (Customer's Name) (hereinafter "Customer"). The Customer agrees to take the necessary measures to delete and destroy all instances of the intellectual property described below and licensed to Customer for use under the terms of the Publisher's license agreement.

Product: \_\_\_\_\_ Registered:  Yes  No  
Product Serial Number: \_\_\_\_\_ RMA#: \_\_\_\_\_  
Date Purchased: \_\_\_\_\_ Order Number: \_\_\_\_\_

The Customer further certifies that: (a) it has not lent nor given any copies of the Product to anyone, (b) it has not lent nor disclosed the Product Serial Number to anyone, (c) it will no longer use the Product Serial Number nor represent itself as a licensed registered user of the Product.

ACD shall refund the purchase price of the product to the Customer once this letter has been executed by the Customer and received at ACD together with any physical components such as the box, manuals, disk media, etc. in resalable condition if included as part of the original purchase. Customer acknowledges that any continued use of the software product would constitute willful copyright infringement for which Customer may be liable for civil damages in excess of \$100,000 per copy.

Agreed by: \_\_\_\_\_ Date: \_\_\_\_\_  
customer signature

Print Name: \_\_\_\_\_ E-mail: \_\_\_\_\_

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Reason for Return (or why did we fail to keep your business?): \_\_\_\_\_

(please continue on reverse if needed)

ACD Account Manager Name: \_\_\_\_\_  
(if applicable)

Please fill out this form completely to ensure proper credit, then sign, and return via Fax or Mail.

**Mail To:**  
ACD Systems of America  
Attn. Customer Support/RMA Fulfillment  
1150 NW 72nd Avenue, Suite 180  
Miami, FL 33126

**Fax To:**  
ACD Systems of America  
Attn. Customer Support/RMA Fulfillment  
Fax: (305) 406-9802

This form must be returned within 30 days of the date of purchase. Please call our customer support department at 305 596-5644 extension 300 with any questions you may have.