

## **Administration Fees for re-supply of lost Program Download Links and Licence Keys**

### **Confirmation of purchase email**

When we receive an order, we send the purchaser a sales confirmation email after funds have been received into our bank account or PayPal account. The sales confirmation email confirms that we have received full payment for the system(s) (i.e. Biofield Reader, and/or Biofield Imager). The email contains a link or links to download the Biofield Reader/Biofield Imager software files (purchasers will already have received the link if they have paid by PayPal). Details of Licence Key(s) will also be in the email.

**WE STRONGLY ADVISE ALL PURCHASERS TO KEEP ALL PROGRAM DOWNLOAD LINKS AND LICENCE KEY DETAILS SAFELY STORED OFF THE COMPUTER FOR FUTURE REFERENCE IN CASE THE COMPUTER IS LOST, STOLEN, OR DAMAGED. THESE DETAILS WILL BE NEEDED FOR REINSTALLING THE SOFTWARE ON ANOTHER COMPUTER.**

**Requests for RE-SUPPLY** of Download Links and Licence Key details incurs an administration fee of £20(GBP), payable in advance. Payment can be made via PayPal. If you would prefer to pay by bank transfer, we will send you our bank details by email on request.

To be able to process your request we need:

- The name of the product
- The email address used to purchase the product
- The purchaser's name (exactly as used to register the product)
- The email address used to register the product
- The country entered when registering the product

Once we can verify these details and have received your payment we will send the relevant information to you. **PLEASE NOTE: The Download Link(s) and Licence Key details can only be sent to the email address used to purchase the product or to the email address used to register the product.**

### **Contact Us**

Email: [biofieldimaging@gmail.com](mailto:biofieldimaging@gmail.com)

Resolutions replies to enquiries in the order they are received. We aim to reply in less than 72 hours.

Resolutions' normal office hours: Monday to Friday from 9 a.m. – 5 p.m. GMT (excludes Holidays). Please note there may be delays outside of these hours and during Holiday times.