



Management-Ware Solutions Inc.
230 Henri Bourassa East, suite 205
Montreal Quebec H3L 1B8
Canada

Customer Name:
Date:

Letter of Software Destruction

Dear Customer,

You have recently requested a refund for the purchase price of a Management-Ware Solutions product.

This letter confirms that upon your receipt of the refund, your license for the Management-Ware Solutions Product will immediately be terminated or cancelled. Please be advised that you must now delete the Management-Ware Solutions Product from your computer and all copies made from the Management-Ware Solutions Product must be destroyed. You may not give away, donate or otherwise distribute the Management-Ware Solutions Product or copies of the product to anyone else. You must take whatever measures are necessary to destroy the Management-Ware Solutions Product and dispose of the media in an appropriate manner.

Management-Ware Solutions shall refund the purchase price of the Management-Ware Solutions Product to the customer and report the product as "Destroyed" once this letter has been executed by the customer and received at Management-Ware Solutions. Customer's license to use the Management-Ware Solutions Product under the End User License Agreement shall terminate upon the customer's execution and delivery of this Agreement.

Thank you for doing business with Management-Ware Solutions Inc and for complying with this request.

To be completed by the Customer:

Signature: _____
Name (please print): _____
City/State/ Province / Postal Code: _____
Email Address: _____
Case or Customer Number: _____
Serial Number: _____
Reason for Return: _____

Upon completion, return this form to Management-Ware Solutions:

Via fax: 1 (514) 381- 7725

Via e-mail: info@management-ware.com

Via mail: Attn: Management-Ware Solutions Customer Service

230 Henri Bourassa East, suite 205 - Montreal Quebec H3L 1B8 - Canada