

**Frequently Asked Questions for Order Processing and Payment Options**

Dear Customer,

We Appreciate The Opportunity to Serve You.

All The Orders Are Being Processed by Our E-commerce Service Provider "element-5".

Please Find Mentioned Below The Details of Various Payment Options Available to You While Ordering Stellar Products and The Contact Details to Check The Order Status.

If Your Query Remains Unanswered, Please Feel Free to Contact Us At:

[Orders@stellarinfo.com](mailto:Orders@stellarinfo.com)
**Payment Options available to you**

We process payments online for our customers using our payment gateway vendor Element5.com You can make the payments using:

 Credit Card / Debit Card  
 Wire Remittance  
 PayPal  
 Cheque payment  
 Cash Payment  
 Purchase order

[www.stellarinfo.com](http://www.stellarinfo.com)

**Paying thru Credit or Debit Card:**

Payment by credit or debit card provides the fastest order processing.

We accept Visa, MasterCard, American Express, JCB and Diners Club, as well as UK debit cards Solo and Switch.

Orders are processed immediately once entered in our system. Shipment is initiated once the order is confirmed.

Products to be delivered electronically are generally available for delivery immediately upon order confirmation.

Physical shipments of products are initiated on the same or next business day from the date of order receipt.

**Paying thru Wire Transfer**

European customers:

Please transfer the funds through Element5, our payment gateway vendor in Germany, France, UK, or Finland depending on which account is most convenient for you. Thus, you may be able save on international wire transfer fees.

Please confirm any fees with your bank so that the full amount is transferred to us.

You will receive the necessary bank account information along with the order confirmation sent by e-mail after our system receives your order.

Customers from Germany with online banking can transfer the funds directly during the online order process.

Further information is provided in the order process.

These orders are treated as credit card orders, and as such, products are delivered immediately after the order is entered in our system.

[www.stellarinfo.com](http://www.stellarinfo.com)


We recommend that customers in the US and Canada pay by credit card or check to avoid the considerable expense and delays that may be incurred in transferring money to one of the European accounts of Element5.

PLEASE NOTE THAT YOU NEED TO ALWAYS MENTION YOUR ORDER REFERENCE NUMBER WHILE DOING A WIRE REMITTANCE.

In case you want any clarification on wire remittance please contact Element5 Customer service center at the contact number below:

 Customer Service USA  
 Tel.: +1.724.850.4689 or +1.800.406.4966  
 Customer service Germany  
 Tel.: +49.221.31088.30

Payment thru PayPal:

If you select PayPal as payment option during the order process, you would be provided with a link which will redirect you to the PayPal Website directly in order to complete your payment.

To use this payment option you will have to register an account with PayPal which you are able to cover by wire transfer credit card and others.

[www.stellarinfo.com](http://www.stellarinfo.com)

**Paying thru Check:**

Please send your check to the customer service of element 5 in Germany or in the US.

It is important that you make it payable to the correct recipient to avoid delays.

You will receive the check payment information along with the e-mail order confirmation following receipt of your order in our system.

If you would like to include your check in your order, please contact our customer service.

We will provide you with the correct payment information for your country to avoid possible delays in processing your order.

Products to be delivered electronically are generally available for delivery immediately following receipt of payment, or within 48 hours. Physical shipments of Products are initiated immediately following receipt of payment in most cases.

Personal checks may be held for up to 10 business days for processing.

PLS NOTE THAT YOU NEED TO ALWAYS INCLUDE YOUR ORDER REFERENCE NUMBER, IN THE MEMO FIELD OF YOUR CHECK.

In case you want any clarification on wire remittance please contact Element5 Customer service center at the contact number below:

 Customer Service USA  
 Tel.: +1.724.850.4689 or +1.800.406.4966  
 Customer service Germany  
 Tel.: +49.221.31088.30  
[www.stellarinfo.com](http://www.stellarinfo.com)

**Paying thru Cash:**

You can also send us cash by mail through our payment processing gateway Element5

As soon as you have placed your order, you will receive an e-mail with detailed instructions on where to send the cash.

PLEASE NOTE THAT YOU NEED TO INCLUDE YOUR ORDER REFERENCE NUMBER, WHILE SUBMITTING THE CASH PAYMENT INFORMATION.

In case you want any clarification on wire remittance please contact Element5 Customer service center at the contact number below:

 :  
 Customer Service USA  
 Tel.: +1.724.850.4689 or +1.800.406.4966  
 Customer service Germany  
 Tel.: +49.221.31088.30

**Paying thru Purchase Order (PO)**

Business customers can generally place a purchase order (PO) through customer service of element 5, our payment-processing gateway.

Purchase Orders should be printed directly from your accounting system on company letterhead.

[www.stellarinfo.com](http://www.stellarinfo.com)


All POs must include the following information so that we can process your order:

- The product name and, if known, the 6-digit product ID number
- The number of units you wish to order
- The name to which the product should be licensed
- Your company's billing address and, if applicable, a different delivery address
- Contact name, phone number and fax number
- The e-mail address for the order confirmation and invoice and, if different, the e-mail address for delivery
- The currency you would like to order in (if applicable)

If this information is complete, our customer service will be able to process your order without delay.

 Customer Service USA  
 (Language: English)

 Element 5  
 PO Box 844, Greensburg, PA 15601-0844 USA  
 Tel.: +1.724.850.4689 or +1.800.406.4966  
 Fax: +1.724.850.8187  
 Customer Service Germany  
 Languages: German/English/French/Italian/Spanish/Portuguese)

 Element 5 AG  
 Vogelsanger Straße 78,50823 Cologne, Germany  
 Tel.: +49.221.31088.30  
 Fax: +49.221.31088.29

**Currencies we accept:**

We accept payment in the following currencies:

US Dollars, Euro, Pound Sterling, Australian Dollars, Japanese Yen, Canadian Dollars, or Swiss Francs.

There are also other display currencies, which allow you to see product prices converted into additional currencies during the online order process for reference purposes.

**Secure Order Process at Website:**

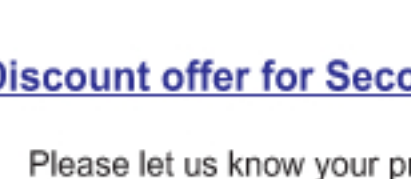
The order process at element5 the payment gateway of Stellar is protected via a secure connection so that the data sent to the recipient can only be read by the recipient.

Important information such as credit card numbers, addresses, etc. is sent to the recipient securely via the Internet. All of the data entered on the protected pages is encrypted using the SSL (Secure Socket Layer) protocol. Our servers support SSL Version 3 and 168-bit Triple DES encryption. The RSA module and SSL sessions feature 1024-bit encryption.

In Netscape, you can tell that SSL is activated if you see a closed padlock in the lower left corner of the browser window. In Internet Explorer, the padlock icon is located at lower right in the status bar of the browser window.

If you do not see the padlock icon when you enter our order process from the product vendor's website, then please do not access the order form by left-clicking the link or button on the vendor's page, but instead right-click and select 'Open in new window' from the options displayed.

The padlock will then be displayed on this page.

[www.stellarinfo.com](http://www.stellarinfo.com)

**Discount offer for Second purchase:**

Please let us know your previous order details such as order no. and date of order.

 Please forward the details on [orders@stellarinfo.com](mailto:orders@stellarinfo.com) so to enable us to help you.

Purchasing of Special Bundles which are not in our Offerings:

We do design special bundle to meet special need of our clients. Please send us details of products you want to purchase so to enable us to help you.

Not willing to purchase Online:

You can purchase the software from our Partners:

Please visit the following link to have details of our Partner Network.

<http://www.stellarinfo.com/international.htm>

Getting Refund:

 If your order is refundable as per our Refund Policy, please request for RMA number and letter of destruction with following information. Send your request to our customer support dept. at ([orders@stellarinfo.com](mailto:orders@stellarinfo.com)) with

Order details

Reason for asking Refund

 Click here for our Refund Policy or visit ( <http://www.stellarinfo.com/refund-policy.pdf> )

We will inform you within 2 business day.

[www.stellarinfo.com](http://www.stellarinfo.com)