



P.O. Box 519, Morris, IL 60450

1-800-667-9409

www.tradesmens.com

Tradesmen's Software policy for exchanging/replacing/correcting hardware keys:

Key must be sent priority overnight and have tracking information. This will assure we receive the key during normal business hours and we can return it to you for the **next business day**. You can use UPS or Federal Express for a carrier. Notify support@tradesmens.com that you have shipped a key and provide the tracking information.

Package needs to be sent to:

Tradesmen's Software, Inc.
2429 Parklake Drive
Morris, IL 60450

Please request **Signature Required** for the package. If no signature is required and we do not receive the key, you will be responsible for the lost or missing key.

If you are upgrading from a parallel key to a USB key or replacing a broken USB key, please include a check for \$140.00.

If you are having a disabled USB key reprogrammed, please include a check for \$75.00.

After we receive the key and check, Tradesmen's Software, Inc. will overnight the replacement key to you.