

# Q. Can I return my order?

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A. If you have ordered a serial download (ESD) product, and have already received your download instructions and/or activation serial number/s, we cannot automatically adjust or refund your order. Due to piracy concerns in many cases we will need to check with the developer to find out if your activation code/s have been registered. If you would like to change your order or enquire about a refund please contact our sales team on 01837 55200 or email [websales@timespace.com](mailto:websales@timespace.com).

If you would like to return a boxed product this can be arranged. If you are returning a boxed order the item must be unopened and in a good, saleable condition. We will arrange a collection with our courier for the return. If the box has been opened and the enclosed software installed/registered then we cannot automatically accept a return. Please contact our sales team for more information on returning a boxed item.

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