Terms and Conditions
Terms and Conditions for Purchasing

By ordering or purchasing QSR International’s products or services, or by checking the "I have read and understood QSR’s terms and conditions" box located on the QSR order form, you agree to the terms below.

If you are accepting these terms on behalf of another person, organization or other entity, you represent and warrant that you have full authority to bind that person, organization, or legal entity to these terms.

If you do not agree to these terms, and the delivery of the product or service, do not purchase the product or service. If you have already ordered the product or service, QSR via email at info@qsrinternational.com immediately.

Credit cards accepted

This website accepts VISA and MasterCard. Transactions are processed in Austra United States of America and some transactions may attract an international pro cess fee from your financial institution.

Paying with PayPal

Those who have a billing address in North America, Central America and South America choose to purchase products on this website using a PayPal account.

Taxes

Where initial prices are stated, they are exclusive of taxes, duties, levies or fees. Customer shall pay all taxes, duties, levies or fees, or other similar charges imposed or on the Customer by any taxing authority (other than taxes imposed on QSR’s sales). The Customer’s order, unless the Customer has provided QSR with an exemption certificate for the delivery location. 'Delivery location' means the local QSR transfers title or possession of products to the Customer or its designate.

Prices

QSR may change the prices displayed on our website at any time. While every effort is made to ensure the accuracy of prices and information published on our website, we reserve the right to accept or reject an offer for any reason, including the unavailability of any product, error in the price or the product description posted on this site, or an error in you may require additional verification or information before accepting any order. Please note that you purchased an NVivo 10 (or NVivo 10 for Windows) license, while valid it will both NVivo 10 for Windows and NVivo for Mac, it won’t be necessary for you to purchase a license key.

NVivo Subscription

An NVivo Subscription is the most cost effective way to receive future versions of access extended support services. This offer is only available at the time you purchase an NVivo 10 for Windows or NVivo for Mac Full License.

Future upgrades

You will automatically receive future NVivo upgrades during the term of your subscription. You will be entitled to perpetual copies of any new NVivo releases during the subscription.

Any future releases of NVivo will be delivered as a download.
You will be able to keep your purchased NVivo 10 for Windows or NVivo for Mac Full License as well as any new upgrade software.

Only an NVivo 10 for Windows or NVivo for Mac Full License associated with a current NVivo Subscription will be eligible for the entitlements offered under an NVivo Subscription.

Extended support

Our Extended Support Service provides a targeted response time of one working day with extended support hours delivered by phone or email.

NVivo Subscription holders are entitled to extended support hours: 9am-5:30pm, Monday to Friday, and 10pm to 6am, Monday to Saturday (Australian Eastern Standard Time). Victorian public holidays excluded.

Purchases and renewals:

Only one subscription can be purchased per full license or upgrade to NVivo 10 for Windows or NVivo for Mac.

Subscriptions are non-refundable and non-transferable.

Subscriptions are only available for purchase at the time an NVivo 10 for Windows or NVivo for Mac Full License is ordered. Subscriptions cannot be purchased on their own.

Your subscription is renewable and is due by your subscription renewal date. You will receive a reminder from QSR about your subscription expiry date and information on how to renew.

Subscription is offered with the following products: NVivo 10 for Windows Full License, NVivo for Mac Full license, Upgrade from NVivo 10 Student to NVivo 10 for Windows, Upgrade from NVivo 9 to NVivo 10 for Windows, Upgrade from NVivo 8 to NVivo 10 for Windows, Upgrade from NVivo 9 Student to NVivo 10 for Windows Full License, Upgrade from NVivo 8 Student to NVivo 10 for Windows Full License, Upgrade from NVivo 9 to NVivo for Mac and Upgrade from NVivo 8 to NVivo for Mac.

Subscriptions are not available for purchase with NVivo Student or Semester licenses.

Any discount codes that are used to purchase an NVivo product are not applicable to the subscription component of the order.

QSR Training Workshops

Confirmation/Cancellation/Substitution

QSR will provide confirmation of registration and further details of the course as soon as possible. If we cannot accommodate you in this course we will offer you another course or offer you a full refund. You are welcome to allocate your place to another colleague at any time by contacting QSR. Please do not make travel arrangements until you receive a written confirmation of your registration. If you do not receive confirmation by email within 48 business hours of submitting your form, please contact us at training@qsrinternational.com.

Please note that we are occasionally forced to cancel workshops due to extreme weather conditions, insufficient enrollment, or other unavoidable circumstances. While we will refund your workshop registration under these circumstances (or transfer your registration to another QSR workshop), QSR does not assume responsibility for any travel expenses you may have incurred. We therefore recommend refundable travel purchases and/or travel insurance.

Cancellation fees: Cancellation fees will be at the discretion of QSR and you will be charged in the currency you originally paid in. They will normally be

- More than two weeks before course - USD 20 / GBP 20 / EURO 20 / AUD 20 administration charge
- Between one and two weeks before course - 50% of course fee paid.
- Between one day and six days before course - 75% of course fee paid.
- Less than 24 hours before course - no refund.

Transfer fees: An administrative charge of USD 50 / GBP 50 / EURO 50 / AUD 50 will be incurred for course transfers within 2 weeks of course date.

Payment: Payment must be made within 7 days from the date of registration; otherwise your booking will not be confirmed.
Copyright. All QSR course material is protected by copyright and is not able to be copied or utilized by you or any other party without permission from QSR. This applies to the complete course materials or any part thereof.

Legal Disclaimer: QSR will use all reasonable endeavors to ensure that training activities are focused on the needs of attendees. Nevertheless, QSR cannot guarantee that all attendees’ queries will be addressed in the time allotted or that a specific level of skills will be attained as a consequence of attending the course. To the extent permitted by statute, all implied warranties as to the nature and content of QSR’s training activities are excluded and to the extent that such exclusion is not permitted, attendees’ remedies are limited to the extent permitted by the relevant statute.

Credit card pre authorizations

In some instances, when the Customer places an order via the website, the total order amount will be pre-authorized against the credit card provided. Where this is the case, Customers will be clearly notified at the start of the order process. Pre-authorized funds will be held against the payment for the QSR order for a period of time dependent on the bank associated with the credit card. Should the pre-authorized funds be inaccurate, QSR International will cancel the order within five Australian business days, and will contact the Customer billing contact via the billing email address provided.

Shipping charges and delivery schedule

Any items that need to be shipped will incur freight charges. These costs will be based on your order’s weight and your delivery address, and will be itemized and added to your total order amount. Please note that additional taxes and customs duties may also apply. As these taxes are beyond the control of QSR International, it is the Customer’s responsibility to pay all taxes, duties, levies or fees should they apply.

Any items which need to be shipped will be sent to your designated delivery address by standard or express courier, as nominated by you. For standard delivery, items will generally be received within seven to ten business days, but can vary depending on local customs clearance processes. For express delivery, items will generally be received within three to four business days, but can vary depending on local customs clearance processes.

If you choose to receive your QSR product as a download, we’ll send an email communication to your nominated email address within two business days. The email will contain a link to the download site, your unique software license key, and a link to a PDF ‘Getting Started’ guide for your new QSR software.

If the cost of your goods (exclusive of taxes and freight) is equal to or less than USD1,500 or AUD 1,500 or GB£ 1,000 or EUR 1,000, payment must be made in full before your order can be forwarded to you.

If you’re a reseller, who is not a member of QSR’s Partner Program, please note that payment is required upfront for all orders prior to shipment and delivery.

Media charge

A media charge is added to the price of every boxed copy of QSR software. This charge is a sign of our commitment to the environment, and every charge collected enables us to plant one new tree. The media charge will be itemized and added to your total order amount and is subject to applicable taxes. To avoid incurring media charges and customs duties, choose to receive your software as a download via email. Click here for further details including the value of media charges.

Return and replacement policy

If either the media or documentation provided with QSR products are physically damaged or defective, QSR will replace the affected items at no cost, provided the damaged items are returned within thirty days of the date of the supply to you. Media or documentation damaged through normal wear and tear, or lost or corrupted by you or others, will not be replaced.
If you change your mind, QSR does provide full or partial refunds, strictly in accordance with the following conditions:

1. For boxed software that is unopened, a full refund will be provided less freight charges if the unopened box is returned to QSR within thirty days of purchase.

2. For software that is downloaded, a refund will be provided less an administrative charge, provided that QSR is notified within thirty days of purchase, and provided that the software has not been activated.

3. For boxed software that is opened, a refund will be provided less an administrative charge. This refund will only be provided if the opened box is returned to QSR within thirty days of purchase, and if the software has not been activated.

As stated above, please note that QSR cannot provide a refund if the software has been activated, or if the requirements have not been met in the thirty day period following purchase.

All customers are encouraged to fully test our software before they purchase. This can be done by downloading a free, fully functioning thirty day trial of our software from our website at www.qsrinternational.com.

Back orders

Should the item you order be temporarily unavailable, QSR will advise you within 24 business hours. You will be given the option to place the item on back order, which means that QSR will ship it to you as soon as it becomes available.

Privacy policy

For information relating to how QSR collects and uses information and protects the privacy of our customers, view our Privacy Policy.

Security

All personal and credit card information provided to QSR is encoded using Secure Sockets Layer (SSL) technology, an encryption protocol that protects data as it travels over the Internet. Also, QSR uses well established payment gateway service providers called SecurePay and CyberSource to process all online credit card payments. SecurePay and CyberSource are online, real-time payment service providers that provide all the security required for the transmission and storage of credit card details using SSL, encryption minimum 40 bit and firewalls.

Transcription services discounts

Discounts on transcription services from TranscribeMe are offered by TranscribeMe and are available for those ordering TranscribeMe services via NVivo 10 for Windows for a limited time only. The discount percentage and code are subject to change at any time.

Contact us

If you would like to contact us, please email, write, telephone or send a fax to us.

QSR International, 651 Doncaster Road, Doncaster, Victoria, 3108, Australia

Email info@qsrinternational.com

Phone +61 3 9840 1100; or

http://www.qsrinternational.com/terms-and-conditions.aspx

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