

Our Customer Service Department is here to work with you to resolve any problems you may encounter with our service. We have provided this page to help answer some of the most frequently asked questions.

## Questions about Shareware?

Q: Do I have to pay for each of these programs individually to use them?

A: No. Shareware is a marketing strategy that allows you to try out software before you buy it. The ordering information message that comes up on your screen when you start a program is a simple reminder to register a program if you find it truly useful. The advantages of registering are illustrated in your program guide in the "What is Shareware" page. Simply look for an on-screen button that says something like "Register later" or "Continue". The program will start automatically.

Q: A program I tried to use for the first time today said my trial period had expired. What gives?

A: Some shareware titles have a "trial timer". This restricts the usage of the program after a given trial period, usually thirty days or thirty uses. Software USA's Licensing Department contacts shareware authors and requests copies with these timers omitted. Some programs, however, still retain a visual "counter" that have no effect on the usability of a given program.

Q: Shareware programs are just teasers and advertisements right?

A: No. Demonstration programs advertise a commercially available software title. Shareware programs are functional. Software USA goes one step ahead and only distributes fully interactive programs. No "five -minutes" here. You get the most for your dollar on our monthly offering.

Shareware is an ingenious and efficient way to get the software that fits your needs. Finding the right programs among hundreds available can be a daunting task though. Let Software USA be your Shareware Solution.

If you still have questions, please Call us at (619)455-9600  
between 8:00am and 5:00 Monday through Friday, Pacific Time.

