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Buy Me FAQ

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How do I buy your software?

You can purchase software from Mireth Technology as a Software Download or on CD

Software Download

To buy a product as a Software download, please follow these steps:

1. If you don't already have the software
 - Download the compressed archive for the product you are interested in from our site at <http://www.mireth.com/pub/download.html>
 - Request one by email from support@mireth.com
2. De-compress the archive.
 - To de-compress a SIT archive, use Stuffit Expander.
 - To de-compress a SEA archive, double click it.
 - To de-compress a EXE archive, double click it.
 - To use a DMG archive, double click it.
 - To use a ZIP archive, double click it.
3. If you want to try the software before you buy it, run the demo version. For instructions, see the Read me file supplied in the documentation folder.
4. Buy Registration Information. Use it to enable the full version of the product. For your convenience, you can buy Registration Information (also referred to as a Purchaser's ID and Serial Number/Registration Key) online, by phone, fax or by mail.

On CD-ROM

Mireth Technology offers the option of buying the software on CD, at time of purchase.

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How much does it cost?

For current pricing information, refer to

- the Mireth Order Form included in the software's documentation folder
- the Price Guide on our web site at: http://www.mireth.com/text/price_guide.html

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What is your upgrade policy?

We offer free upgrades as new features are added to within a product version (i.e. dot releases, like 4.7 to 4.8, are free upgrades). This policy allows our customers to take advantage of new features without having to pay for each new feature release. We do, however, ask our customers to re-purchase when a major upgrade is introduced (i.e. from version 4.4 to 5.0). We are in the process of implementing upgrade pricing for upgrades between major version releases. (Dot release upgrades are still free.)

For further information on the upgrade path for each product, check our upgrade page at: <http://www.mireth.com/upgrade.html>

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Can I buy online?

Yes. To buy a Registration Key online using a credit card,

- To buy now online and be registered automatically, start the program and click the "Buy Now" button (this feature not yet available for all products)
- To buy from one of our Web Stores, go to
<http://www.mireth.com/pub/purchase.html>

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Is it secure to buy online?

Yes. In order to ensure that your order is both secure and private, we outsource our Payment processing to established payment processing service providers.

The service providers that we have selected use the state-of-the art, Verisign Digital ID for all secure transactions. Verisign offers a completely dependable security infrastructure which has withstood the most rigorous scrutiny from independent third-party auditors.

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Can I buy by phone?

Yes. To buy by phone from our eSellerate Store

1. Please have your credit card and the Product Order number (SKU) ready. To get the Product Order number (SKU),
go to <http://www.mireth.com/phoneorder.html>
2. Phone our store between 9:00 am and 5:00 pm Central time (excluding American holidays) at
402.323.6692

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Can I buy by fax?

Yes. To buy by fax from our eSellerate Store,

1. Print and fill out the fax order form available at
go to <http://www.mireth.com/faxorder.html>
2. Fax it to the fax number at the bottom of the order form. Please note that orders requiring shipping may not be placed by fax.

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Can I buy by mail?

Yes. To buy by mail, please follow these steps:

1. Print the Mireth Order Form (included in the documentation folder) and fill it in
2. Send it along with a cheque or International Money Order (negotiable in Canada) to:

Mireth Technology
Customer Service Center
P.O. Box 96010
3080-11666 Steveston Hwy
Richmond BC V7A 5J4
Canada

- U.S. Customers: Please use a Direct International Postal Money Order (negotiable in Canada), available from the United States Postal Service.

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I haven't received my Registration Information. What do I do?

If you purchased at a retail outlet the Registration Information is included in your package.

If you have purchased online or by phone, you will have received an email from our payment processing service. If you have received such an email, please forward us a copy. This will allow us to verify your purchase so that we can send you Registration Information.

Please email us at support@mireth.com

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Your FAQ doesn't answer my question. What do I do?

If your question is not answered, please contact Product Support at support@mireth.com. Please include the following information:

- Problem description
- If you are having problems with a particular product, please include the following information as well:
 - What product and version you are having problems with.
To find the version number,
Mac: single click the product icon and Get Info
(OS8/9- File:Get Info) (OSX- File:Show Info)
Windows: single click the product icon and show properties (File:Properties:Version tab)
 - What OS version you are running.
To find the version number,
Mac: OS8/9: (Apple Menu>About this Computer)
OS X: (Apple Menu>About this Mac)
Windows: (Start Menu:My Computer:Help>About Windows)
 - Whether you are using the demo version or the registered version of the product

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