

Information package for Multilizer PDF Translator affiliates

Affiliate terms

We appreciate that you are interested in being Multilizer affiliate. We believe affiliates are crucial for our success and therefore offer you very good affiliate terms and service.

Our affiliate network is managed by our partner Avangate. Avangate handles automatically affiliate commissions and payments. Your commission is 30%. The commission is promptly paid once a month by Avangate. Commission can be paid at least with wire transfer, check or PayPal. You will receive commission for every client that has entered our web store from your site within 6 months prior to the purchase (180-day cookies).

Quick start guide

1. Register as affiliate at <https://www.avangate.com/affiliates/sign-up.php?merchant=MULTILIZ&template=Default+MLZ+web+store&lang=en>
2. You will receive web store links and instructions in return mail
3. Place the web store links on your web site and you are already selling!

You will receive payment from Avangate every month. For details please visit <http://www.avangate.com/affiliates/affiliate-network.php>.

Our affiliate service is available at affiliates@multilizer.com.

We will handle all support cases. We will handle all refund requests. The refunds don't affect your earnings.

Affiliate service and troubleshooting

Please contact affiliates@multilizer.com. We will provide special quotes, prepare campaigns, answer your questions, send you marketing material, etc.

References and testimonials

References and testimonials are available for your use on our web pages in different languages. Please visit <http://pdf.multilizer.com> and choose the desired language.

Technical support

Typically users have very little technical problems. In practice we do provide support via email to all users, regardless of whether they are entitled to it or not. Our technical support is very good and we really solve the user's problems.

Technical support is included only in some versions of PDF Translator. Technical support may be included only for a limited time. As mentioned, in practice we provide technical support via email to all our users even if they are not entitled to it. We do this to preserve good relations with our clients and also to get feedback for further developing our products and services.

Technical support is available via email at least in following languages: English, Spanish, Portuguese, Italian, French, Swedish, Finnish. We do not offer support over the phone.

Refunds

Refunds don't affect reseller commission and are completely on our responsibility. The reseller gets the same commission whether we do refund or not.

Very low percentage of clients request for a refund. We do refunds if the product does not meet the specifications promised in the technical fact sheet. We do not do refunds when client no longer needs the product, can not use the product, etc.

The process is following.

1. Client requests a refund.
2. We ask the client to contact our technical support for checking and verifying the case.
3. Technical support verifies whether the product does not function as planned.
4. In case the product does not function as planned, we offer to fix the problem or refund.