

Re: Requesting a Full Refund ?

Source:

<http://coding.derkeiler.com/Archive/Delphi/borland.public.delphi.non-technical/2007-04/msg01479.html>

- *From:* "Donald Shimoda" <shimodadonald@xxxxxxxxxxx>
 - *Date:* 7 Apr 2007 15:38:29 -0800
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Liz wrote:

1. use a trial key

I ask for one for Delphi for PHP. Never get that. All my others mails from Borland arrive, so i bet is not spam. When i go to the page and try to submit again the key get a stupid message saying is not posible. WHY? Wich is the risk of resending the key of a trial product? Silly.

So, that is not a option, go to option 2.

2. restore from backup (this works btw, before you ask)

Wich kind of backup? I mind, i dont do backup of my installed software. Is just a lost of my time. I backup my data and reinstall my software. You backup your installed software? I really dont know any piece of software in the world needing that. Codegear products need i backup my installated software???

3. use another PC with it on..

Uh?

and before you leap in, its been pointed 1000s of \$ rided on it, its unlikely that 1 PC not working for a day is going to cost that where item 2 or 3 isnt applicable.

Still miss the point. Your recomendations cannot be accepted. In my long time as support technician never have to use that methods, neither recommend that terrorific methods to my customers. I really think you

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are wrong, all the way along.

Your solution dont apply in many , and i mind MANY situation, despite the lack of resources and time involved in the implementation.

I really expect your code dont follow that dirty guidelines.

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Donald.

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