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<p>(21) International Application Number: PCT/US98/12852 (22) International Filing Date: 18 June 1998 (18.06.98) (30) Priority Data: 08/878,446 18 June 1997 (18.06.97) US (71) Applicant: AVEO, INC. [US/US]; Suite 208, 2901 Tasman Drive, Santa Clara, CA 95054 (US). (72) Inventor: HURLEY, John, C.; 1063 Morse Avenue, #7-201, Sunnyvale, CA 94089 (US). (74) Agents: WIGGINS, Willis, E.; Cooley Godward LLP, Five Palo Alto Square, 3000 El Camino Real, Palo Alto, CA 94306-2155 (US) et al.</p>		<p>(81) Designated States: CA, European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE).  <b>Published</b> <i>With international search report. Before the expiration of the time limit for amending the claims and to be republished in the event of the receipt of amendments.</i></p>

(54) Title: SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR PRODUCT RETURN OF SOFTWARE AND OTHER INFORMATION

(57) Abstract

Software allows a vendor to grant full access to demonstration software that has been downloaded to a user's computer as well as return the product for credit. To obtain full access, the user obtains an access code from the vendor, which unlocks the software at (200). To effect a product return, the user would call the customer service department of the manufacturer and talk to a telemarketer or carry out a return session with the vendor's return server at (202). The user reads a serial number to the telemarketer at (204) or supplies the serial number to the return server. The return server uses this number to generate a return authorization code, which is then supplied to the user at (208). When this code is accepted, the user is shown a confirmation code at (210). The user supplies this code to the vendor for comparison with the code generated on the vendor's system at (212). If the confirmation codes match, the user has correctly entered the return authorization code, and the vendor can issue a credit at (214). The software is then only usable in its demonstration form, or if the demo period is expired, is disabled completely.

