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INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(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.