

ABOUT OUR eBooks FAQ

Last updated 2/28/09

1. What are the terms of your eBooks? Do they ever expire?

No, once purchased, just like a book, the eBook is yours to keep forever. That means that if you ever lose your copy, we will gladly provide you with a new one.

2. Can I print your eBooks?

Choosing to allow printing lets PDF hackers print our eBooks to a PDF print driver and steal our material. Thus it is disabled.

3. What is your return policy?

Customers have 24 hours to request a refund. You will be refunded the total purchase amount.

4. How do I request a refund?

Request a refund by sending an email to info@zeteticleanings.com. We then need to ensure you've disabled your eBook. To accomplish this, a file called "refund.txt" will be sent back to you. Add this file to your eBook directory and open the eBook. This will send you to a refund request page that warns the eBook will be permanently disabled if you proceed. Click on the "refund" link to get a refund authorization number. Email us the refund authorization number (plus all other information provided) to qualify for a refund. We will then promptly issue you a refund.

5. My automatic password entry did not work upon opening up your eBook for the first time. What do I do?

Opening a PDF file and entering an "invisible" password is very sensitive to outside interference. If there is any other program running at the same time it could inter with the process and therefore not work properly. For example, if there is an anti-virus program running in the background (checking each file as it's opened) could prevent the PDF from opening properly. Try closing all of your programs then delete any files remaining in your Windows "Temp" directory -- usually C:\Documents and Settings\Current User\Local Settings\Temp"....
Next open your eBook again and try it again. (Make sure no other program is running -- especially a web browser or Adobe.)

6. *What software do I need to view your eBooks?*

No special requirements are needed. We chose an eBook that only relies on Adobe Reader – the most universal PDF viewer on the planet. Adobe Reader can be downloaded here: <http://get.adobe.com/reader/>.

7. *Do I need internet access to open your eBooks?*

The first time you open your eBook you will need an internet connection to validate your purchase. After that, no internet access is required to open your eBook. Also, your eBook will open without the need for any special passwords – it will open just like any other PDF document!

8. *Are your eBooks compatible with Amazon's Kindle?*

Our eBooks are compatible with any PDF viewer (except Apple based PDF viewers). We are in process of making our eBooks available via Kindle. *Everyday Arguments and the Theory of Argumentation* is available thus far: <http://www.amazon.com/dp/B001U0OGZE>

9. *I'm having problems, who do I contact?*

Send an email to info@zeteticleanings.com and we'll help you out!