Planatech Solutions Ltd

FAQ – Making an Online Purchase

The easiest way to purchase a copy of XLL Plus is to do so via our Online Store which is serviced by FastSpring our authorised reseller. The following link will take you to our Store, where you can select the product you wish to purchase: https://www.planatechsolutions.com/store/.

Once you have selected the version of XLL plus you wish to purchase, you will be taken directly to the product purchase page. The following instructions will take you through the purchase process.

Example product purchase page
On this page you can make your purchase of the selected version of software.

Changing your location or language
Your location and language should default automatically to the country you are in. If you wish to change either of these you can do this using the dropdown on the menu bar:
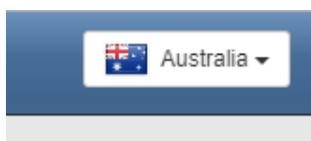
Using the dropdown will bring up a popup which allows you to change your location and your language.
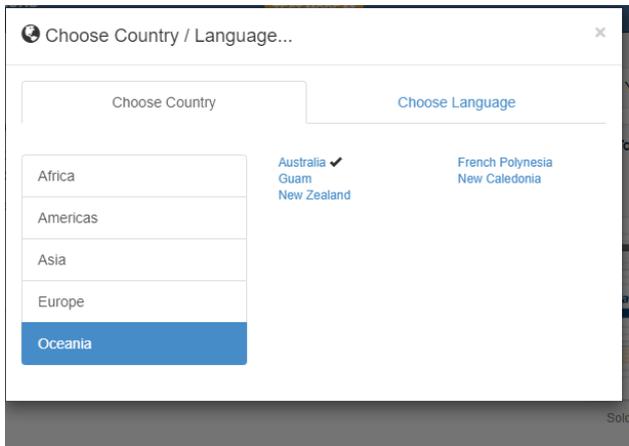
Changing Location	Changing Language
On the Choose Country tab you can select your continent and then select your country.	On the Choose Language tab you can select your preferred language.

Changing the quantity

The quantity automatically defaults to one copy, however if you would like to change the quantity required simply use the dropdown as shown below:
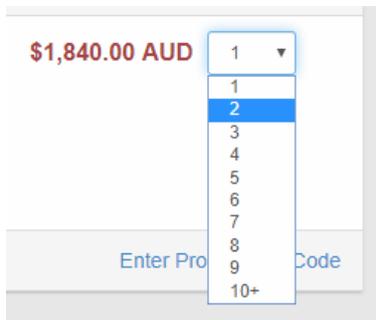
When you make your selection (2 copies in this example) the quantity, the price and the total price will change. An automatic discount for purchases greater than one copy will also be applied.

Your change will be displayed as in the following example.

Entering a promotional code

If you have received a discount code from us, for example for an upgrade, then please click on the Enter Promotional Code link to apply the code and your discount.
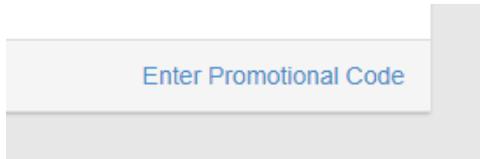
Selecting this link will open a field where the discount code can be applied.
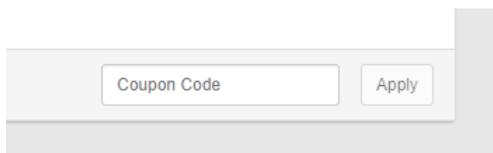
Enter the discount code in the "Coupon Code" field and select the Apply button to apply your discount. The price and total price will change and your discount value will be displayed.

Entering your tax code

In some countries you will have the option to enter your business tax code so withholding taxes will not be applied. For example, in the European Union, this will be your VAT number or Australia, your ABN for GST. Please select the link to enter this:

Once you have selected this link a popup will appear to allow you to enter your details.
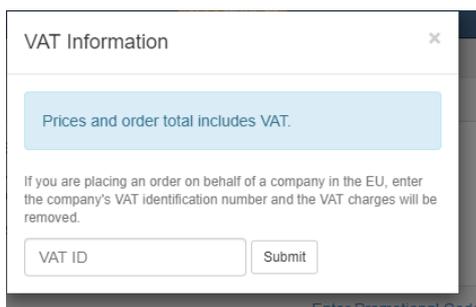
Enter your VAT, ABN, GST or other tax related number and select the Submit button to add this number to your payment record.

Making payment

You can now go on to make your payment using the payment methods offered in the Your Payment column. These options will change depending upon which country you are in. Payment methods include: Credit / Debit Card, PayPal, Sofort, GiroPay, Wire Transfer, iDEAL and Amazon. The payment methods available to you, depending on your location, will be displayed automatically.

We will not require you to set up an account or log in to make your payment.

We will require your name and email address, as without these details it will be difficult to send you your purchased license details.

Planatech Solutions will not hold any payment details as you will be making your purchase via our reseller FastSpring, who is the Merchant of Record for your purchase.
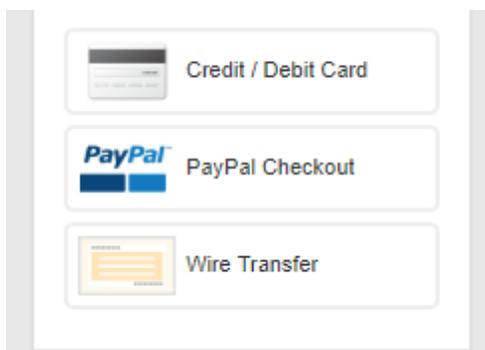
Select the button for the payment method you wish to use and follow the steps indicated.

For Credit and Debit Card payments a popup will be displayed as below.

For card payments please enter the minimum following details and select the Pay button:

First Name;
Last Name;
Valid Email Address (or your licenses can not be sent to you);
Card Number;
Card Expiry Date;
Card Validation Code (CVC);
Billing Postal Code (as shown on your credit card statement).

![Planatech Solutions Ltd logo]

Planatech Solutions Ltd
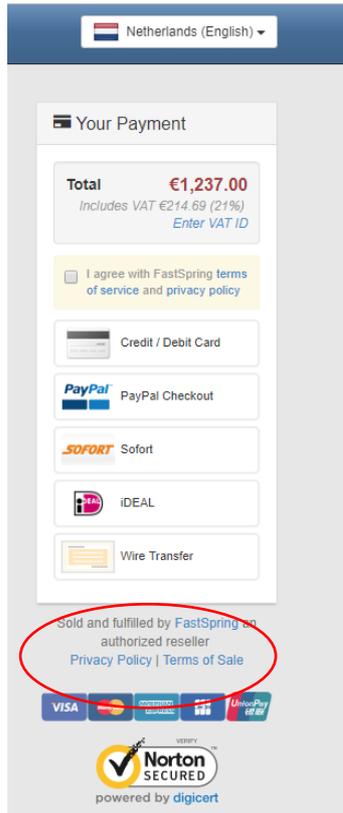
Please note that if you are making payments in the European Union you will need to agree to the FastSpring terms of service and privacy policies before you can complete your payment.

These can be accessed by following the links beneath the list of payment options, as circled in red.

Once you click on the Pay button, there will be a short delay whilst your payment is processed.

Once the payment has been successfully processed the Order Confirmation page will appear. This will give your license details and post-order instructions on how to download and install your purchased software.

An email containing these details, and a copy of your invoice, will be sent to the email address you provided during the payment process. Please keep this email in a safe place as your license details will be required if you wish to register your product at the Planatech Solutions Support site https://www.planatechsolutions.com/support/ or if you wish to upgrade your software in the future.

If you have any queries during the payment process, please contact FastSpring, our authorised reseller.

For product and post-sales support, please contact us at support@planatechsolutions.com.