LETTER OF INTELLECTUAL PROPERTY DESTRUCTION

Turnkey Web Tools, Inc. will not accept any returns, nor issue any refunds after 30 days from the date of purchase. To initiate a return, it is the sole responsibility of the customer to provide the following document completed and signed within 30 days of the purchase date. Please complete and fax or mail this form to:

Turnkey Web Tools, Inc.
Attn: Money-Back Guarantee
27890 Clinton Keith Road Ste. D-466
Murrieta, CA 92562
Fax: 1-951-240-3396

All downloaded software must be permanently removed from your computers and/or server; otherwise your refund may not be processed.

This AGREEMENT (the "Agreement") is made and entered into by and between Turnkey Web Tools, Inc., ("TWT, Inc.") and _____ ("Customer") on this date _____. Customer hereby agrees to take all necessary measures to delete and/or destroy any and all copies of the intellectual property described as SunShop and/or PHP Live Helper software ("Software"), ordered on _____ with order number _____ licensed to the Customer for use under the terms of TWT, Inc.'s license agreement. TWT, Inc. shall refund the purchase price of the Software to the Customer and record the product as "destroyed". Customer further agrees that only the cost of the Software will be refunded and that any payment for customization, completed professional installation or upgrade, license renewal or any additional license fees shall not be refundable in accord with the terms of TWT, Inc.'s limited money-back guarantee terms and conditions (set forth below).

Customer Information:

Full Name: _____
Address: _____
City: _____
State: _____
Zip: _____
Phone: _____
Email Address: _____

Return Authorization Reference Number: _____

Reason for Return:

_____
_____
_____

The undersigned hereby acknowledge and agree:

l/we acknowledge that I have received, reviewed, understand and agree to all the terms of the License Agreement issued when I purchased the software.

l/we acknowledge that I have reviewed, understand and agree to all the terms of TWT, Inc.'s Limited 30-day Money-Back Guarantee. (set forth below)

Signature: _____ **Date:** _____

TWT, Inc.'s Limited Money-Back Guarantee

To ensure customer satisfaction, TWT, Inc. offers a 30-day money back guarantee for our software products. We will do the best we can to ensure you are totally satisfied with our software and customer service.

Software License Refunds:
If you are not satisfied with our products you have the right to request a refund within 30 days of the original purchase date. No refund requests will be accepted after 30 days for any reason. Each client has the right to one refund only.

Non Qualifying Purchases:
Refunds will not be offered for any additional licenses purchased on existing accounts, multi-license purchases, license and support renewals, leased licenses or ASP licenses. "Complete Shopping Cart Solution" plans such as the "Monthly Plan" and the "Yearly Plan" do not qualify for refunds and no credit will be given for the remainder of the term upon cancellation.

Installation & Upgrade Service Refunds:
Refunds of fees for installation & upgrade services may only be given on installations and upgrades that have not yet been initiated by TWT, Inc.

Customization Refunds:
TWT, Inc. will only offer refunds on custom development if the work has not yet been initiated. If the customization has been started and a request to cancel the customization is requested, the initial customization deposit will be forfeited and any remaining work may be halted. No refunds will be given on any completed customization projects.

Other Terms & Conditions:
TWT Inc.'s limited 30 day money back guarantee begins on and includes the date of purchase. Requests directed via email or phone calls are not accepted for cancellation and will NOT be honored. Failure to get a proper return authorization reference number from us or failure to complete all requested details, may result in your request not being honored. All Refunds are processed within 10 business days of receipt and acceptance of the signed request.