

SONY®

Sony Creative Software



If you purchase a professional Sony Creative Software application 30 days before or 30 days after our direct launch of a new version of that program from one of our **licensed resellers**, you are eligible for a free upgrade to that current newer version of the software.

One exception being that if you purchased the Vegas 6.0 stand alone software (not Vegas 6.0+DVD), you are eligible for a free upgrade to the Vegas 7.0 stand alone download not Vegas 7.0 that includes DVD Architect 4.0, as long as you purchased Vegas 6.0 stand alone software 30 days before or 30 days after our direct launch of Vegas 7.0 and purchased that direct from Sony Media Software or from one of our **licensed resellers**. Just contact Sony Media Software directly regarding this via phone at 1-800-577-6642 between 9am and 5pm Central Time, Monday - Friday, or by email [here](#).

In order to qualify for a free upgrade, proof of purchase needs to be mailed or faxed to the Customer Service department for processing.

Include the following items on the fax or letter:

1. A copy of your proof of purchase (sales receipt, invoice, or email confirmation).
2. Your full name, shipping address, email address, telephone number and the serial number of the software that you purchased.
3. State whether you want the upgrade delivered as a download or if you want a packaged delivery. If you choose a download, the download instructions will be sent to the email address provided on the fax or letter.

Our fax number is: **608.250.1745**

Our mailing address is: **Sony Media Software, Attn: Free Upgrade, 1617 Sherman Ave., Madison, WI, 53704.**

Free upgrade requests will be processed in the order they are received. Expect 4 to 6 weeks for delivery.

International customers - contact the store where you purchased the software to receive your free upgrade (conditions as described above apply). If you purchased directly from Sony Media Software within 30 days before or 30 days after our direct launch of the software, you are entitled to a free upgrade and should contact Sony Media Software directly, but will need to pay any shipping, handling and import fees where applicable.

If you have any questions, please contact our Customer Service department by phone between 9am and 5pm Central Time, Monday - Friday, at 1-800-577-6642, or by email here:

<http://www.custcenter.com/cgi-bin/sonypictures.cfg/php/enduser/ask.php>