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Support Tickets

My Inquiry Information

- **Ticket ID:** CS001226722
- **Related Product:** Customer Service
- [You have one reply from the CyberLink Customer Support Team, at 2013/01/30 14:40](#)

Subject: Unable to download powerdirector	2013/01/30 05:30
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I originally purchased powerdirector 11 and had problems downloading it. I submitted multiple times to technical support about this, but each time they would send me a different download link and, after more than 5 hours each of download time, the problem was never resolved. I was able to download the trial version, but I was not able to enter my Serial Number / Activation Key / CD Key. So, what I did was paid for another powerdirector 11 license via the trial version thinking that there would be a way to enter the key. Now, I still have the trial version installed, but I have paid twice for powerdirector 11. I have already asked for refund for the first license, but they keep sending me more download links - that are not working for me. Please submit me for refund on the first order of powerdirector. Here is the info I have available regarding both licenses:

1.
Powerdirector 11
Order Number: 207839833
Order Date: 18/01/2013

2.
Powerdirector 11
Order Number: 207867974
Order Date: 25/01/2013

The first order was under the email address of: dbghost.2005@yahoo.com, and the second: danielb2010@thebrazilianlanguage.com

Please do not send me back to technical support, I just need the first order refunded

Customer Support Response	2013/01/30 14:40
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Dear Daniel,

Thank you for writing back.

I sincerely apologize for the any inconvenience caused to you.

I understand you was charged for 2 copies of CyberLink PowerDirector 11 Ultra software and you want only 1 copy.

You need to contact CyberLink Sales Partner (Asknet) as they can assist you in better manner with this issue. You can contact Asknet customer service for assistance in the issue, at below given email address:

customerservice@asknet.com

Use the below mentioned link to get back to us for your further queries:

<https://membership.cyberlink.com/prog/support/cs/support-login.jsp>

Please feel free to contact us back for any further clarification or for any assistance related to CyberLink Products.

Thanks and Regards,

Akhilesh
CyberLink Technical Support

@ Attachments: Reply

Has your problem been resolved

- The question has been resolved
 I have another product question

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