

FoldUP!3D New FAQ

Q: I like to try FoldUp3D NEW but unfortunately from the time when I installed and getting to use the trial expired. Is it possible to receive a time limited serial code that allows them to trial the software again?

A: No, it is not possible to issue serial number for longer trial or extend the trial time.

Only way is to reinstall OS or install the trial version into the new computer.

Q: I was interested in your FoldUp3D NEW product and was wondering if it was able to export the 3 model to other formats such as .3ds, .cd4, .dae. So I can import to other 3d applications.

A: No, you cannot do it.

Q: I wonder if you have any demo version of the new FoldUp3D I have a prospect that wants to test, he is using Windows.

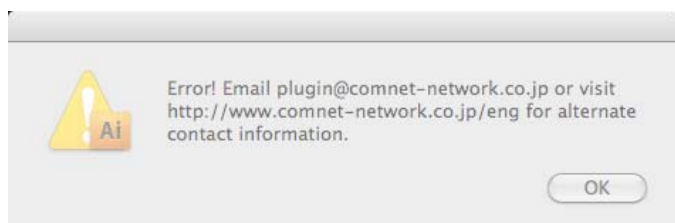
A: We have 30 days FoldUp3D NEW trial version is available. If you request, I will send it to you.

Q: I am interested in trailing the FoldUp3D NEW software plug-in for Illustrator CS4 but cannot find a link on your website to do so.

A: We have 30 days FoldUp3D NEW trial version is available. If you request, I will send it to you.

Q: I have installed the CS4 version but I haven't been able use the plug-in because of an error. FoldUp3D NEW does show up in the windows menu but is grayed out and non-functional. I'm not sure what the reason could be other than our server. I've attached the error message. Any suggestions would be appreciated.

A: There are some possibilities of cause of error. You may not install the software in the right folder. Please check if you installed the FoldUp3D NEW for CS4 in the CS4 folder.



Q: I would like to get a refund for Fold Up 3D The program just doesn't do what I require. These are the details on the purchase date.

A: We cannot refund for FoldUp3D NEW because FoldUp3D NEW is a non-refundable purchase. Comnet strictly adheres to a no-refund policy because we offer our products electronically and because you cannot physically return an e-software, we have implemented a NO REFUND POLICY, there are no exceptions.

Q: Do you sell it as a disc?

A: We only offer e-software which is only downloading.

Q: Is FoldUp3D NEW compatible with CS4 in Mac OSX 10.6.4(Snow Leopard).

A: Yes, it is compatible with CS4 but not CS5.

Q: What the cost for 3 user license. Is that possible to 3 user licenses purchase online.

A: There is no such license.

Q: What are difference between viewer and viewer plug-in?

A: Viewer plug-in is the plug-in for illustrator to view the data. Just viewer is enable to view without illustrator.

Q: How to make curve like sample data of pillow box?

A: It looks curve but actually it is folded a little by little by 5 degree.