

GemBox Support Center

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Product Delivery

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GemBox licenses are sent to their owners via Electronic Software Delivery (ESD). After receiving the payment, product delivery is done via email to an email address specified in a Purchase Form or a Quote.

In case of Credit Card payment, product delivery is done in a matter of hours.

In case of a Bank Wire Transfer, product delivery can take up to a couple of days.

If you haven't received a license in expected time after purchasing it please check your Trash or Spam folder. Due to the configuration setting of an email server, a license email can end up in Trash or Spam.

If you haven't received a license and the above is not the reason why, contact our sales department in order to resolve this issue.