

Joshua Tallent
10616 Golden Quail Drive, Unit B
Austin, Texas 78758
April 3, 2006

BBB of Southeast Florida
2924 North Australian Ave.
West Palm Beach, FL 33407
(561) 842-1918

To Whom it May Concern:

I am writing to register a complaint against I.R.I.S Inc., a computer software company with its U.S. offices in your region.

On February 17, 2006, I purchased ReadIris Pro 10 from a third-party vendor on the Amazon.com Online Marketplace. I was in need of an OCR program for my business and found the price and apparent features of ReadIris Pro 10 fit my needs. I researched the product on I.R.I.S. Inc.'s website prior to the purchase so that I would be sure that the program performed the functions that I require.

According to the company's website (see attached pages), "Readiris Pro 10 recognizes scanned paper documents, PDF files and all popular image file format and turns them into word processor, spreadsheet, pdf, web pages, xml... files." [sic] The features described on the website also include "Extensive PDF support and creation," which is further explained: "Convert PDF to text: you can open image-based PDF documents, execute the recognition and save the OCR result to an editable text document." That feature (opening image-based PDF documents) is exactly the job for which I needed the software.

After purchasing and receiving the product, I installed it and found to my surprise that ReadIris Pro 10 only allows users to create project batches with 50 pages of source material. Thus, in order to complete the OCR conversion of a 200+ page PDF document, I would required to split the file into 50-page pieces and convert each piece individually.

I was not expecting this restriction, since the online documentation does not mention it at all. I searched through the program's Help files and also found no information about the 50-page limit there.

I thought that the problem might be something wrong with my software installation, so I contacted I.R.I.S.'s technical support and asked if there was a way to fix the problem. I was told that the program restricts the number of pages that can be loaded and that my only option was to live with the restriction or upgrade to the "Corporate" version of the program.

I responded to the company and explained that its documentation was deceptive. I requested that the company refund my money directly. After waiting for two weeks and not receiving a response, I contacted the company again and requested a response, even if that response would require a manager or supervisor contacting me.

The response I finally received was only a question about where I purchased the software. I explained that I had purchased the product from a third-party vendor. I also noted that I did not feel that the vendor should be required to refund my purchase price because the problem stems from the deceptive information that the company provides, not from a vendor-related issue. I was told that the company's policy is not to refund software that was purchased from third-party vendors.

Seeing no alternative, I then pursued a refund from the vendor, and found that the product was un-returnable because it had been installed and registered.

I have since contacted I.R.I.S again and alerted them to the fact that I would be contacting you regarding this issue.

My concerns in this issue are threefold. First, I.R.I.S. is not being forthright and honest with its customers about the restrictions it places on its software. There is not a single mention in any of the ReadIris Pro 10 documentation, either online or in the Help files, of the 50-page input restriction. This is deceptive and, in my opinion, unprofessional.

Second, the company's business model does not encourage dialogue with customers when issues like this arise. As time went by and this issue continued to not be remedied, I attempted to contact the Florida offices to speak with someone in person. However, I found that every phone number published by the company goes into the same automated answering system, and that there is no way to actually speak to an employee during your call. When I left messages asking the company to call me back, I received no response. Practices like those effectively cut off I.R.I.S. from its customers and further confirm the unprofessional perceptions I have of the company.

Third, I am unhappy about my purchase of this software and the fact that my attempts to return it have been ignored, rebuffed, and rejected.

I would like to see I.R.I.S. take at least two concrete actions in answer to these concerns. First, I think it would be proper for the company to alert its customers to the fact that the ReadIris Pro 10 software has project batch limitations. I am sure that I am not the only customer to be surprised and unhappy about this restriction. Second, I would like to return this product and have my money refunded. I do not care whether I.R.I.S. refunds the money or whether the company un-registers the product serial number and contacts the third-party vendor to have the vendor initiate a refund.

I have attached copies of my correspondence with I.R.I.S. to this point, as well as copies of the ReadIris Pro 10 online documentation.

Thank you for your assistance in remedying this situation.

Sincerely,

Joshua Tallent

CC: I.R.I.S. Inc
Delray Office Plaza
4731 West Atlantic Avenue
Suite B1
Delray Beach, Florida 33445

I.R.I.S. Group Headquarters
Attn: Pierre Demueulenaere, CEO
10 rue du Bosquet
B-1348 Louvain la Neuve
Belgium