

## Q&A

### Requesting Refunds From Google Play

**Q.** Does the Google Play store offer refunds for apps I buy on my Android phone?

**A.** The Google Play store does provide full refunds for apps that you have purchased, with a couple of conditions. First, you must make your refund request within 15 minutes of buying and downloading the app; when you buy new software, check it out immediately to make sure it works properly and that you have no issues with it.

If you discover problems with the app after the 15-minute return period has passed, you might try contacting Google or the app's developer, although this approach (described at [bit.ly/101j1Un](http://bit.ly/101j1Un)) may not always work. Developer information is typically listed on the app's page in the Google Play store.

Google's second condition for getting a refund from the store is that you can return an app only once. If you buy the same program a second time, you cannot return it.

To request a refund for an app you have purchased on your phone within

*Personal Tech invites questions about computer-based technology to **QandA@nytimes.com**. This column will answer questions of general interest, but letters cannot be answered individually.*

the 15-minute window for returns, open the Google Play Store app, choose Menu and select My Apps. Select the app in question and tap the Refund button to start the process. Google has more information on requesting app refunds at [bit.ly/196CDD](http://bit.ly/196CDD).

### When to Replace The Power Cord

**Q.** The cord for my laptop charger got crunched and some of the outer casing was damaged enough so that I can see the wires inside. The wires themselves seem to be fine and the charger still works, so is it safe to use if I tape it up?

**A.** Charging cables for laptops, tablets, phones and other mobile devices may take a lot of abuse and can easily become damaged from getting slammed in doors and drawers, chewed by pets or tripped over. While the cord may appear to work fine and electrical tape covers the exposed wiring inside, consider replacing the charging cable as soon as possible.

Although the wires inside may seem to be unaffected, it may be difficult to see just how damaged they are inside the casing, especially if a toothy pet was responsible. Those wires have electrical current running through them when you have the laptop plugged in, and any unseen damage could lead to an electrical shock or a risk of fire.

While the Web offers many do-it-yourself guides to repairing electrical cords for the technically inclined, ordering a replacement from your laptop's manufacturer (or another retailer that sells compatible accessories) is probably the safest and quickest way to fix the problem. If you tend to keep the laptop in one place most of the time, protecting its cord with plastic tubing or other protective casing may help keep the replacement cable safer from cats, dogs, feet and other damaging forces. Monoprice ([bit.ly/16sdp6a](http://bit.ly/16sdp6a)) and CableOrganizer.com are among the online stores that sell such gear.

**TIP OF THE WEEK** The Preview app included with Mac OS X does more than just open images and PDF files. While the program can zoom in and out of open PDF files (and even display the document in a full-screen view), the Smart Magnify feature in Preview for OS X 10.7 (and later) enlarges a specific area of the document quickly.

To use the Smart Magnify feature, open a PDF file with Preview and press the tilde (~) key on the keyboard. When the magnification window appears, you can slide it up or down by using the keyboard's arrow keys or by moving the mouse. Tap the tilde key again to close the Smart Magnify window. Apple has instructions for using all of Preview's many features (including scanning, cropping and rotating images) at [support.apple.com/kb/HT2506](http://support.apple.com/kb/HT2506).

J. D. BIERSDORFER

