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Desk hours - 8:30-8:00 Eastern
www.avg.com

Vendor Program Overview

AVG Software is a market leader in Anti Virus and Internet Security software. Volume licensing provides volume discounts and simple access to electronic product licenses.

Key Products

Anti Virus Business Edition – Protection for File server and workstations

Internet Security Business Edition – Protection for File server, workstations & E-mail server

File server Edition– Covers File servers only * Is licensed by the amount of connections to the server

Email server Edition – Covers email server only * Is licensed by the amount of email-boxes

Anti Virus Home Edition – Desktop only, AVG considers this a home edition product. End-user information is needed. End-user cannot get business related tech support.

Cloud-Care – simplified IT management for small businesses.

Maintenance/Support

All Maintenance & support is included with the license.

Media

Downloaded

Authorization Requirements

No Authorization required.

Ordering Requirements

To assure prompt processing of your AVG Software Purchase, please be sure to include the following information when placing your order with us:

1. Ingram Account number
2. PO number
3. End-user agency/organization name
4. End-user shipping street address, city, state and zip code
5. End-user contact name - first and last name required
6. End-user contact phone number
7. End-user contact email address
8. Previous license key (s) of licenses being renewed or increased

Product Delivery

AVG Software's normal processing time on orders is 24 hours. Licenses are delivered via email. The delivery must go directly to the resellers.

Renewals

Renewals must be purchase within 30 days of the renewal date of the license.. However there is an additional 30 day grace period, giving the end-user a total of 60 days to renew.

Pricing Programs

Corporate
Gov't/Non-Profit
Education.

Important Notes

AVG Software does not offer competitive upgrades or crossgrades AVG Software offers product training. Please visit their site for details WWW.AVG.com

Returns Overview

Returns are granted for licenses purchased within the past 30 to 60 calendar days at the vendor's discretion.

To request a return, please contact us with the following information:

- Your Ingram account number
- Your PO #
- Ingram Order number
- SKU of product to be returned
- Quantity (please note—the entire quantity must be requested for return-no partials)
- Reason for Return

Please contact our licensing desk with any questions.

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