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Desk hours - 8:30-8:00 Eastern  
[www.conduSiv.com](http://www.conduSiv.com)

## **Vendor Program Overview**

The ConduSiv Volume Licensing Program is a cost-effective way to license Diskeeper defragmenter, Undelete file recovery utility and Site keeper software manager for small to midsize businesses, large corporations, government and academic organizations. It's a streamlined, contract-free, multilevel program.

## **Key Products**

Diskeeper Professional  
Diskeeper Admin  
Diskeeper Server  
Undelete Pro  
Undelete Server  
V-locity  
V-Locity End-Point

## **Maintenance/Support**

Maintenance is not required with all license purchases but highly recommended. Maintenance is available in 1 and 2 year options.

## **Media**

Diskeeper is available via download.

## **Authorization Requirements**

There are no authorization requirements for ConduSiv Licensing.

## **Ordering Requirements**

ConduSiv licensing is based off of tiers.

To assure prompt processing of your ConduSiv Licensing purchase, please be sure to include the following information when placing your order:

1. PO number
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code
4. End-user contact name - first and last name required
5. End-user contact phone number
6. End-user contact email address (email domain must match business name)

## **Product Delivery**

ConduSiv licensing is delivered via email in 2-3 business days.

## **Renewals**

Maintenance renewals are available in 1 and 2 year options.

## **Pricing Programs**

There are Corporate, Government, Academic, and Non Profit programs available

## **Returns Overview**

Returns are granted for licenses purchased within the past 30 calendar days at the vendor's discretion. Returns requested over 30 days are declined without exception per Diskeeper policy.

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

- Your Ingram account number
- Your PO #
- Ingram Order number
- Sku(s) of product to be returned
- Quantity (please note—the entire quantity must be requested for return-no partials)
- Reason for Return
- Your contact information (IE: name, phone, & email)

All return requests take between 3 – 4 weeks for processing at the vendor from time of request.

Please contact our licensing desk with any questions.

7/25/14