1-800-456-8000 x76853
ESET-Licensing@ingrammicro.com
Desk hours - 8:30-8:00 Eastern
www.ESET.com

Vendor Program Overview

At ESET, we are dedicated to developing high-performing security solutions for home users and corporate customers, detecting and disabling all known and emerging forms of malware. ESET is a pioneer in the antivirus industry with its award-winning NOD32 technology celebrating its 25th anniversary in 2012. ESET advanced security solutions are trusted by businesses and consumers around the world for protection against today's most sophisticated cyber attacks. On a daily basis, we protect millions of users across all types of environments - be it computers, laptops, mobile devices or servers

Key Products

ESET Endpoint Anti-Virus
ESET Endpoint Security
ESET Mobile Security
ESET File Security
Deslock Standard
Deslock Professional

Maintenance/Support

Maintenance is included with all license purchases. Maintenance provides tech support and product updates. It is available as premier (24X7) or standard (8X5 local time) levels. One, Two and Three year versions are available.

Media

All ESET licenses are virtual downloads. No media is required or available.

Authorization Requirements

All Resellers are able to purchase/resell ESET products. Resellers can become authorized partners with vendor for additional discounting

Ordering Requirements

ESET Software minimum purchase requirements vary from product to product. Please ensure an Ingram quote is provided before placing a PO. To assure prompt processing of your ESET Software Purchase, please be sure to include the following information when placing your order with us:

1. Ingram Micro quote number (including EAV and/or ESET Quote number if applicable)
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 (email domain must match business name)
8. Serial key(s) of licenses being renewed (if applicable)

Product Delivery
ESET Software's normal processing time on orders is 24 business hours. Licenses are delivered via email directly to the end user, with Reseller and Ingram Micro receiving notification of delivery.

Renewals
Renewals can only be ordered
1. 60 days PRIOR to license expiration date
2. 60 days AFTER the license expiration date – ** or the customer will have to purchase a new license.

Pricing Programs
Government/Education: Government agencies and Educational institutions are subject to Gov/Edu pricing on all ESET products.
Non profit is also subject to GE Skus.
Please call our desk at 1 (800) 456-8000, ext. 76853 so that we can look up your customer and provide you with correct costs as the price is issued on specific SKUs.

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.

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.

August 14, 2015