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Desk hours - 8:30-8:00 Eastern

www.lifesize.com

Vendor Program Overview

LifeSize, a division of Logitech, is a leading innovator in high-definition video conferencing equipment. Available on-premise or in the cloud, LifeSize solutions are easy to use.

Key Products

ICON Series

Cloud Subscription

Maintenance/Support

Support is required for all hardware and software (except Connections licenses, which are bundled with 1 year of support), and it is available in one, two and three-year increments.

Media

Software is available as a free download.

Ordering Requirements

The following information is required to place an order:

- Reseller's Ingram Micro Account Number
- Reseller's PO number
- Product(s) and quantity to be ordered
 - Support must be included with all hardware and software orders.
 - Serial numbers must be referenced for all support orders, if hardware is not being ordered.
- End-user company name
- End-user shipping street address, city, state and zip code
- End-user contact name - first and last name required
- End-user contact phone number
- End-user contact email address

Product Delivery

Hardware is shipped from an Ingram Micro warehouse, or direct-shipped from LifeSize. Delivery times vary, based on shipping location, destination and shipping method (i.e. Next Day, Ground, etc.). Software and support is delivered electronically, with an estimated SLA of four business days.

Renewals

Customers have 60 days from the expiration date to renew the support. After 60 days a recertification fee will be required. After a year, the support can not be renewed.

Returns Overview

LifeSize has a "No Returns" policy.

Please contact our licensing desk with any questions.

April 23, 2015