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Desk Hours: 8:30am – 8:00pm ET

www.lifese.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:

Room 220

Team 220

Express 220

ICON 600

UVC

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.

Renewals:

Customers have 60 days from the expiration date to renew the support. After 60 days a rectification fee will be required. The recertification fee will be waived if the customer purchases a three-year renewal.

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 method (i.e. Next Day, Ground, etc.). Software and support is delivered electronically, with an estimated SLA of four business days.