



1-800-456-8000 x76430
retrospect-licensing@ingrammicro.com
Desk hours - 8:30-8:00 Eastern
www.retrospect.com

Vendor Program Overview

Retrospect Backup & Recovery delivers an easy-to-manage, cost-effective, scalable data protection solution designed specifically to meet the needs of small and midsize businesses – protecting your customers’ data and offering you new business opportunities.

Key Products

The Backup & Recovery products are offered for Windows and Mac operating systems.

Backup & Recovery

Complete, versatile, and easy-to-manage data protection that automates backups and provides flexible and flawless restores.

Data Archiving

Easily migrates and consolidates inactive critical data to long term data retention for business and government compliance.

Data Duplication

Powerful, cross-platform tool allows users to clone files in native format for immediate access from the same or different computer.

Maintenance/Support

Maintenance is included with license purchases. Maintenance provides tech support and product updates. It is available as standard (8X5 local time) levels. One year renewal is available.

Authorization Requirements

There is no authorization requirements for Retrospect.

Ordering Requirements

1. 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)

Product Delivery

Retrospect Software’s normal processing time on orders is 2-3 business days. Licenses are delivered via email. The delivery must go directly to the end user; however, resellers are copied in on the license e-mail.

Renewals

Renewals must be purchase within 30 days of the renewal date of the license.

Pricing Programs

We only offer corporate pricing at this time, if you have a government or education customer please send an email to retrospect-licensing@ingrammicro.com with the complete end user information and we can request an additional discount. If approved the desk will send a new quote with the additional discount.

Important Notes

Retrospect Software does not support downgrades.

Retrospect Software has a quarter end order cut off at 5pm eastern the weekday before calendar month end. Please have your orders in at least 4 hours prior to this cut off to ensure processing.

Retrospect Software offers product information. Please visit their site for details www.retrospect.com

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 Retrospects software policy.

Retrospect Software requires a completed letter of destruction for all returns. The LOD form is below.

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.

November 13, 2014