



Securing Your Web World

Licensing Desk:

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Desk hours - 8:30a-8:00p Eastern

Market Development:

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Managed Services Representative:

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Vendor Return Policy Overview

Trend Micro allows returns that are requested within 30 days from the date of purchase. If a return is requested within 90 days, a replacement order is required. No returns are accepted after 90 days.

Trend Micro is able to reject a return due to size of order at any time.

A Letter of Destruction is not needed to complete a return.

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

Your Ingram Micro Account Number

Your PO #

Ingram Micro 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.