



# TRY & BUY PROGRAM

## FREQUENTLY ASKED QUESTIONS BY CUSTOMERS

The Trend Micro Try & Buy program quite simply lets you try before you buy to select the best appliance solution for your business.

The following Trend Micro appliances are available in this Try & Buy Program:

- ➔ **InterScan™ Gateway Security Appliance**
- ➔ **InterScan™ Web Security Appliance**
- ➔ **InterScan™ Messaging Security Appliance**



**And the Try & Buy Program is available in the following countries; Denmark, Finland, France, Italy, Netherlands, Norway, Spain, Sweden and UK.**

## HOW DO I REGISTER FOR THE FREE 30 DAY TRIAL?

Simply visit our dedicated Try & Buy Customer websites using the following links, and decide which appliance best fits your requirements. Then complete the online registration form.

Country	Language Versions	Customer URLs
Denmark	English	<a href="http://uk.trendmicro.com/uk/products/mb/try-and-buy-appliances/index.html">http://uk.trendmicro.com/uk/products/mb/try-and-buy-appliances/index.html</a>
Finland	English	<a href="http://uk.trendmicro.com/uk/products/mb/try-and-buy-appliances/index.html">http://uk.trendmicro.com/uk/products/mb/try-and-buy-appliances/index.html</a>
France	French	<a href="http://fr.trendmicro.com/fr/products/mb/try-and-buy-appliances/index.html">http://fr.trendmicro.com/fr/products/mb/try-and-buy-appliances/index.html</a>
Italy	Italian	<a href="http://it.trendmicro.com/it/products/mb/try-and-buy-appliances/index.html">http://it.trendmicro.com/it/products/mb/try-and-buy-appliances/index.html</a>
Netherlands	Dutch	<a href="http://emea.trendmicro.com/emea/products/mb/try-and-buy-appliances/nl/index.html">http://emea.trendmicro.com/emea/products/mb/try-and-buy-appliances/nl/index.html</a>
Norway	English	<a href="http://uk.trendmicro.com/uk/products/mb/try-and-buy-appliances/index.html">http://uk.trendmicro.com/uk/products/mb/try-and-buy-appliances/index.html</a>
Spain	Spanish	<a href="http://es.trendmicro.com/es/products/mb/try-and-buy-appliances/index.html">http://es.trendmicro.com/es/products/mb/try-and-buy-appliances/index.html</a>
Sweden	English	<a href="http://uk.trendmicro.com/uk/products/mb/try-and-buy-appliances/index.html">http://uk.trendmicro.com/uk/products/mb/try-and-buy-appliances/index.html</a>
UK	English	<a href="http://uk.trendmicro.com/uk/products/mb/try-and-buy-appliances/index.html">http://uk.trendmicro.com/uk/products/mb/try-and-buy-appliances/index.html</a>

## HOW DO I KNOW IF I HAVE CHOSEN THE RIGHT APPLIANCE FOR MY NEEDS?

We really want you to benefit from this trial. Therefore, when we have received your registration, one of our presales engineers will telephone you to check that the appliance you have requested is the most suitable to meet your business needs.

## WHEN WILL I RECEIVE THE APPLIANCE?

Once we have confirmed which appliance you require, it will be shipped within 5 working days.

## WHAT WILL I RECEIVE?

You will receive a box containing the appliance, a 30 day software licence, an administration manual and a 'Getting Started' guide.

## WHEN DOES THE FREE TRIAL START?

The free 30 day trial starts from the date you receive the appliance.

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### WHAT HAPPENS IF I HAVE DIFFICULTY INSTALLING OR USING THE APPLIANCE OR IF I HAVE ANY QUESTIONS DURING THE TRIAL PERIOD?

Trend Micro appliances are quick and easy to install and use. However, we will call you a few days after your delivery date to check you have successfully received and installed the appliance. We will then contact you regularly throughout the trial to find out how you are getting on. In addition, if you need any technical assistance please send an email to [emeatryandbuy@trendmicro.com](mailto:emeatryandbuy@trendmicro.com). Please include your full company address in the email to ensure you receive an answer as quickly as possible.

### WHAT HAPPENS AT THE END OF THE TRIAL PERIOD?

If you decide to keep the appliance, you simply let your preferred reseller know and provide them with a Purchase Order. You will need to include the following information in your Purchase Order:

- The 30 day free trial software licence Registration Key
- The Appliance Unit Serial Number (which is printed on the back of the appliance)

If you decide not to keep the appliance, you should simply return it, in its original packaging, to the return address **Trend Micro c/o Sanmina-SCI Hungary, Tatabanya, Kota J. Street 2, 2800, Hungary**. It should arrive no later than 30 days after the end of the Try & Buy trial period and you should obtain proof of shipping.

Quite simply, the Trend Micro Try & Buy program lets you try before you buy to select the best appliance solution for your business. So use the links above and complete the online registration form.