

## Try Before You Buy - FAQs

### **Q: How does the try & buy work?**

A: First register for a free trial on the registration page by providing your contact details. After this you will receive a confirmation e-mail with the shipping details of the demo unit. If you did not receive the confirmation e-mail within a few minutes of signing up, please check your junk e-mail folder. Seven days before the demo period of 4 weeks ends, you will be contacted again by email to inform you when the demo unit will be picked up. With the same e-mail, we also ask if you are interested to buy the product. If this would be the case, your request will be forwarded to the right contact person and you will be contacted shortly.

### **Q: Who can request a demo unit?**

A: The try & buy program is only available for professional users with a valid VAT number in Belgium, France, Luxemburg, Netherlands and United Kingdom.

### **Q: How long will it take before the demo unit arrives at my company?**

A: Your Demo Unit will be delivered within the next seven (7) working days.

### **Q: Is the request of a demo unit without cost?**

A: Yes, the demo process is free of cost.

### **Q: Can I request more than one demo unit?**

A: No, participation in the Try & buy program is limited to one demo unit per legal identity.

### **Q: Can I request another ClickShare set besides the CSE-200?**

A: No, the try&buy program is specifically set-up with only CSE-200 demo units.

### **Q: How long can I test the product?**

A: You can test the product for up to 4 weeks. The demo period starts as soon as the demo unit arrives at your company. Demo units which are not returned within the requested time frame will be invoiced to the participant.

### **Q: How does the return work?**

A: On week 3 of the demo period you will receive an e-mail with the pick-up date of the demo unit. Next to this you will receive a detailed description of the different steps which you need to undertake to return the demo unit. If the proposed pick-up date is not convenient, it is possible to arrange a new pick-up date taking into account the deadline of the demo period.

### **Q: In what condition should I return the demo unit?**

A: You should return the demo unit in the same condition as it had upon arrival – including all cables, manuals and package material.

### **Q: Can I keep the product if I want to buy it?**

A: No, you need to return the product in every case. In week 3 of the demo period we will send you an e-mail with the question if you are interested to buy. If this would be the case, your request will be forwarded to the right contact person and you will be contacted shortly.