



# Motorola's Software Return Policy



## 1 Return Policy for Certain 3rd Party Software Tools that are distributed by Motorola:

Some of the vendors of software products distributed by Motorola accept returns under certain conditions for their software products, and Motorola will attempt to align its return policy with such vendors' return policies (as much as possible and as notified by such vendors to Motorola from time to time) when the 3rd parties products are purchased through Motorola.

The 3rd parties' software tools for which Motorola vendors accept returns as of the date indicated in this Policy are: Terminal Emulation and SSL Mobile VPN (AirBeam Safe). Accordingly Motorola's return policy for such products is as follows:

Customers may return electronic and/or CD/hardcopy of the software to Motorola solely **for credit** under the following conditions:

- **CD/hardcopy** – Within 30 days of shipment by Motorola in the original unopened package only.
- **Electronic** – within 30 days of download by the customer only if:
  - 1) the software has not been registered either through Motorola or the software vendor; **and**
  - 2) keys have not been supplied for the software.

## 2 Return Policy for Motorola's Software and other 3rd Party Software Products distributed by Motorola (for which Motorola is not aware rights to return exist):

Motorola will NOT accept returns for credit or refund for Motorola owned software licensed to customers. In addition, if the vendor of the software product distributed by Motorola does NOT accept returns for their software products, Motorola will not accept such returns for credit or for refund. Third parties' software products covered under this provision include ( as of the date indicated in this Policy) MSP, PocketBrowser, and MCL.

## 3 Please check with the applicable 3rd party software vendor for most current return policy information.

Date of issuance of this Policy: July 16, 2009

MOTOROLA and the Stylized M Logo are registered in the US Patent & Trademark Office. All other product or service names are the property of their respective owners. ©2009 Motorola, Inc. All rights reserved. For system, product or services availability and specific information within your country, please contact your local Motorola office or Business Partner. Specifications are subject to change without notice.