

## Frequently Asked Questions

Q: How does the Try and Buy Program work?

A: First register for a free trial on the registration page by providing your contact details. After this you will receive a confirmation email. If you did not receive the confirmation email within 3 working days of signing up, please check your junk email folder or write to us at [apac.partners@barco.com](mailto:apac.partners@barco.com). Before the trial period of 2 weeks ends, you will be contacted again by email to inform you when the trial unit will be picked up. In the same email, 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 trial unit?

A: The try & buy program is only available for corporate users with a valid corporate email address and a registered business address residing in any of the following countries: Australia, India, Indonesia, Japan, Malaysia, New Zealand, Philippines, Singapore, South Korea, Taiwan, Thailand and Vietnam.

Q: How long is the trial period?

A: The trial period under the Try and Buy Program is 2 weeks.

Q: What is the expiration date of the Try and Buy Program?

A: Registration for the Try and Buy Program will end on 30 July 2021. Barco will not accept any registrations after this date.

Q: Is the request of a trial unit without cost?

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

Q: Can I request for more than one trial unit?

A: No, participation in the Try and Buy Program is limited to one trial unit per legal identity.

Q: Can I request any ClickShare set or model for the trial?

A: No, the trial unit is based on stock availability in each country.

Q: How long can I test the product?

A: You can test the product for up to 2 weeks from the date of receipt of the product at your company. Units which are not returned within the requested time frame will be invoiced to the company.

Q: How does the return work?

A: Before the end of the trial period, you will receive an email with the pick-up date of the trial unit. You will also be provided with detailed description of the different steps which you need to undertake to return the unit.

Q: In what condition should I return the trial unit?

A: You should return the trial unit in the same working condition as it had upon arrival, including all cables, manuals and package materials.

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

A: No, you need to return the product in every case. If you are interested to buy a unit after the trial period, please indicate your interest by replying to the email which is sent to you before the end of the trial period. Your request will be forwarded to the right contact person and you will be contacted shortly.

Q: Will Barco be contacting me for the trial details and process?

A: Barco or our authorised partner will be contacting you throughout the trial process.

Q: How do I find help or support if I encounter any setup or technical issues?

A: In the email sent to you, there will be contacts information that you can reach out to in the event that you encounter any setup or technical issues. You can also refer to the [Barco knowledge base pages](#).

Q: Where can I read about ClickShare Conference technical specifications?

A: For technical questions, you can refer to the [Barco knowledge base pages](#).