

# Norton Return and Cancellation Policies

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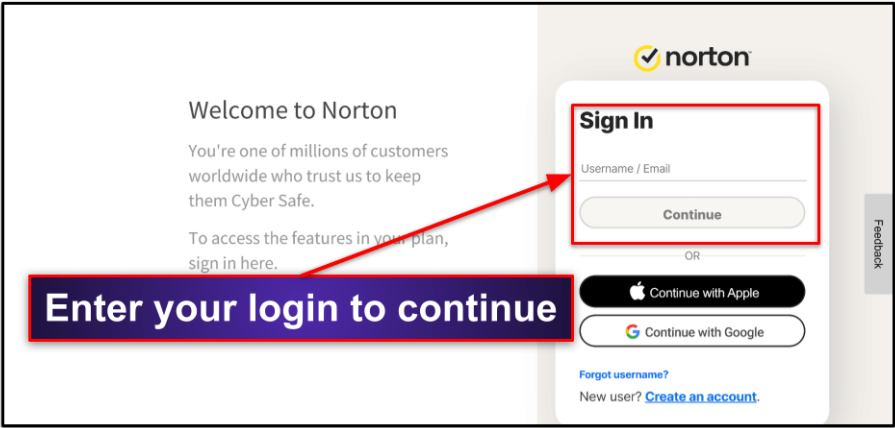
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## Norton Return and Cancellation Policies



## 1. What is the Norton cancellation and return policy?

- If you are not satisfied with your Norton purchase, please let us know! Our return policy may include a refund, but some restrictions apply, so please review the terms below. Our policy is independent of any statutory rights that you may have under the law.
- Shipping, handling, and any applicable tax are not refundable, except in certain states and countries where these items are refundable.
- If you return your Norton offering and/or receive a refund, you agree to uninstall and delete all copies of the software from your device(s). Also, the license may, in our sole discretion, be disabled to prevent further use.
- Please note that your cancellation, return and refund eligibility may differ when purchased from or billed through a third party (e.g. service provider, reseller, retailer, vendor, etc.).

Don't hesitate to contact Norton Support for assistance, it is the fastest way to request cancellation and refund.

## Canceling your subscription

- You may cancel your subscription at any time by signing in to My Norton and turning OFF the Automatic Renewal setting, or by contacting Norton Support.
  - If you cancel your subscription, note that your cancellation request should be made a couple of days before your renewal billing date for the cancellation to be processed and to avoid Automatic Renewal charges.
  - Keep in mind if you cancel, the subscription will not automatically renew. However, your protection will continue for the remaining days in your existing (already paid for) subscription term. You may also be eligible for a refund in accordance with our refund policy below.
  - Norton and/or LifeLock subscription bundles:
    - If you purchased a bundle (i.e. a package of more than one subscription), you may cancel from one or the entire package of subscriptions that make a bundle at any time.
    - If you cancel from one portion of the bundle only – your other existing subscription(s) may remain and your applicable annual or monthly renewal price will be affected. Review your existing subscription and renewal prices here or call Norton Support if such link is unavailable for your country.
    - If you cancel the entire package of subscriptions that make a bundle, your protection will continue for the remaining days in your existing (already paid for) subscription term but will not automatically renew for the next term.
    - You may also be eligible for a refund in accordance with our Refunds section below.
- Except in Japan, if you purchased your subscription through our retail channel and acquired Virus Protection Promise through turning ON the Automatic Renewal setting for that subscription, you will lose the benefit of Virus Protection Promise upon cancelation of your subscription.

## Refunds: Annual and monthly subscriptions

- Annual Norton subscriptions (one-year term or more, or a perpetual license):
- Unless otherwise excluded in this policy, under our 60-day Money Back Guarantee the purchase of a Norton annual subscription is eligible for a refund, if your request is made within 60 days of the date of purchase.

- Each annual renewal of a Norton subscription is eligible for a refund of the annual renewal fee, if your request is made within 60 days of being charged (i.e. of your renewal billing date). The refund is limited to the fees paid for the then-current subscription term.
- The purchase of a Norton Virus Removal Assurance annual subscription is eligible for a refund if your request is made within 60 days of the date of purchase. However, if Norton Virus Removal Assistance is bundled with another Norton offering at the time of purchase, then the cancelation, return, and refund policy for Norton Virus Removal Assurance will be the same as the cancelation, return, and refund policy of the accompanying bundled Norton Offering.
- The purchase of a Norton Ultimate Help Desk annual subscription is eligible for a refund if your request is made within 60 days of the date of purchase, or in the case of an annual renewal, within 60 days of the renewal billing date, provided that in either case, services have not been redeemed during such period.

**Annual LifeLock subscriptions (one-year term or more):**

- Unless otherwise excluded in this policy, under our 60-day Money Back Guarantee, the purchase of a LifeLock annual subscription is eligible for a refund if your request is made within 60 days of the date of purchase.
- Each annual renewal of a LifeLock subscription is eligible for a refund of the annual renewal fee, if your request is made within 60 days of being charged (i.e. of your renewal billing date). The refund is limited to the fees paid for the then-current subscription term.
- If your request is not made within 60-days of being charged, you will receive a pro-rated refund for any unused subscription months remaining in your term.

**Monthly subscriptions (month-to-month renewals):**

- Unless otherwise excluded in this policy, the purchase of a monthly subscription is NOT eligible for a refund. If you cancel, the subscription will not automatically renew the next month, however, your protection will continue for the remaining days in your existing (already paid for) subscription term.
- The purchase of a Norton Ultimate Help Desk monthly subscription is eligible for a refund if your request is made within 14-days of the date of purchase, or in the case of monthly renewals, within 14-days of the renewal billing date, provided that in either case, services have not been redeemed during such period.
- For Norton Core monthly subscription refund details, please see Norton Core WiFi Router details on next page.

**Norton and LifeLock Subscription Bundles (a package of more than one subscription billed monthly or annually):**

- Unless otherwise excluded in this policy, under our 60-day Money Back Guarantee, the purchase of a Norton and LifeLock annual bundled subscription is eligible for a refund if your request is made within 60 days of the date of purchase.
- Each annual renewal of the bundled subscription is eligible for a refund of the annual renewal fee, if your request is made within 60 days of being charged (i.e. of your renewal billing date). The refund is limited to the fees paid for the then-current subscription term.
- If your request is not made within 60 days of being charged, you will receive a pro-rated refund for any unused subscription months remaining in your term.

Please note that your return and refund eligibility may be different when purchased from or billed through a third party (e.g. service, reseller, retailer, vendor, etc.).

- Don't hesitate to contact Norton Support for assistance. It is the fastest way to request a refund through.

## **Norton Core Wi-Fi Router**

- If you purchased a Norton Core WiFi Router from Norton.com, you are eligible for a refund if your request is made within 30 days of the date you received your shipment. See the Money Back Guarantee Section of your Norton License Agreement for specific details on how to initiate the return and refund, or contact Norton Support.
- If your Norton Core Wifi Router is defective or does not work and this occurs within either 1) 1 year from the date of original shipment if you purchased via Norton.com, or 2) 1 year from your original retail purchase date if you purchased from a Symantec authorized reseller, then please refer to the Limited Hardware Warranty for possible remediation.
- If your subscription to Norton Core Security Plus has automatically renewed and you contact us within 14 days of your first monthly subscription charge, then you are eligible for a refund limited to the first month's subscription charge only. There will be no refunds given on subsequent paid renewal months on a monthly subscription.
- Please note that your refund eligibility may differ when purchased from or billed through a third party (e.g. service provider, reseller, retailer, vendor, etc.). If you purchased the Norton Core WiFi Router from a third party, any return should be made to the place of purchase within the terms of its refund policy. Please don't hesitate to contact Norton Support for assistance. It is the fastest way to request a refund through.

#### **Norton Virus Protection Promise for Norton Core**

A subscriber to Norton Core Security Plus is entitled to Virus Protection Promise.

- If a Norton expert is unable to remove the virus from the customer's PC, Mac, smartphone, and/or tablet, then the refund will be based on the actual price paid for the current term of the Norton Core Security Plus subscription;
- If Virus Protection Promise was included as part of the one-year, complimentary subscription to Norton Core Security Plus when purchasing Norton Core, there is no refund;
- If you purchased a qualifying Norton subscription and its current term is added to the complementary Norton Core Security Plus subscription term as part of an upgrade offer, the refund will be based on the actual price paid for the last term of the original qualifying Norton subscription.

NORTON VIRUS PROTECTION PROMISE AND ITS REFUND CLAIMS ONLY COVER PCS, MACS, ANDROID AND/OR IOS SMARTPHONES, AND DO NOT EXTEND TO IOT (INTERNET OF THINGS) DEVICES SUCH AS, FOR EXAMPLE, TELEVISIONS, CAMERAS, THERMOSTATS, REFRIGERATORS AND BABY MONITORS.

Any refund will be net for any discounts or refunds received and less any shipping handling and applicable taxes, except in certain states and countries where shipping, handling and taxes are refundable. The refund does not apply to any damages incurred as a result of viruses.

For full details, please visit [norton.com/guarantee](https://norton.com/guarantee) to access the Norton Virus Protection Promise Terms and Conditions in your region.

#### **Exceptions to the Norton return and cancellation policies**

- The following purchases are not eligible to the money-back guarantee under the Norton cancellation and return policy:
  - Not For Resale (NFR) software
  - Certain Norton offerings bundled with non-Norton offerings

- Certain purchases completed by a third party (e.g., service provider, reseller, retailer, vendor, etc.)
- Repeat purchases of the same Norton offering that were previously refunded
- Norton Services already redeemed or where setup has been performed
- Purchases completed on the Apple® App Store
- This Norton Return Policy does not apply to Symantec Small Business.

If you are a qualified tax-exempt individual or entity and have been charged tax, you may be eligible for a refund of taxes applied. Please refer to the Symantec Business Store Return Policy, relevant license certificate, sales agreement, or Symantec Business Support for return policy information.

## **Get assistance**

- Visit Norton Support for help with Norton and orders.
- Visit Symantec Business Support for assistance with Small Business and Enterprise products.
- Go to the Refunds page for Norton refund instructions.

**Download Pdf:** [Norton Return and Cancellation Policies FAQs](#)

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