



NAM /ANZ /SG Check - Manual Refund Request

Product Return Form

NortonLifeLock offers a 60-day money-back guarantee on all Norton products (product packs or download products).

Please complete the form below in its entirety and then mail to the address below or call (Support Number) for your Refund Request. All information below is required for the processing of your Refund Request.

Nortonlifelock Inc.

Attention: Member Operations

60 E Rio Salado Pkwy Ste 1000

Tempe, AZ, 85281-9124 United States

Please allow six weeks for the refund to be processed. Items with an asterisk (*) are required for processing your refund.

CONDITIONS:

- A. The purchase price will be refunded to the bank account you specified.
- B. Shipping and handling charges are non-refundable.
- C. VAT is not refundable to companies.
- D. With your signature on this form you confirm the deinstallation of the software from your computer.
- E. Please note that we cannot issue refunds to internet bank accounts. We apologize for any inconvenience.
- F. NortonLifeLock will not provide refunds for used NortonLifeLock products purchased through websites and online auctions, unauthorized, illegally purchased or shipped.

Please fill in the applicable fields below in CAPITAL LETTERS.

Fields marked with an asterisk (*) are required to process the purchase price refund.

• Reason for Return *

Please share the reason for return to help us understand how we can improve our Product and Services.

• Your Norton Product Key *

Please provide 25-character key in your reply or take a picture of the key (usually on a card in the box) and attach it to your reply.

• Your Proof of Purchase *

Please attach a picture or scan of your cash register receipt or other proof of purchase that clearly shows the amount you paid for the Norton product.

• Your Mailing Address *

Please confirm your mailing address in your reply. Your refund will be provided to you as a check and we will mail it to the address you provide. Fields marked with an asterisk (*) are required to process the purchase price refund.

First Name *

Last Name *

Address 1* (Street address, P.O. box, etc.)

Address 2 (Apartment, suite, unit, building, floor, etc.)

City *

State/Province *

Zip/Postal Code *

Country *

Email address *

Daytime Phone *

Signature *

Date of Signature *

Please allow up to 6 weeks for your refund to be processed and sent to you. The product being refunded will be disabled to prevent further activation or usage, unless other arrangements have been communicated to you.

Thank you,

Norton Support

Thank you for choosing Norton

[SUPPORT](#)

[LEGAL](#)

[PRIVACY](#)

No one can prevent all cybercrime or prevent all identity theft.

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NortonLifeLock Inc. | 60 E Rio Salado Pkwy STE 1000, Tempe, AZ 85281

