

Refund Policy

Symantec adheres to, and stands behind, rigorous practices and policies in undertaking certification operations and in issuing certificates. Nevertheless, if for any reason a subscriber is not completely satisfied with the certificate issued to him, her, or it, the subscriber may request that Symantec revoke the certificate within thirty (30) days of issuance and provide the subscriber with a refund. Following the initial thirty (30) day period, a subscriber may request that Symantec revoke the certificate and provide a refund if Symantec has breached a warranty or other material obligation under this CPS or the NetSure® Protection Plan relating to the subscriber or the subscriber's certificate. After Symantec revokes the subscriber's certificate, Symantec will promptly credit the subscriber's credit card account (if the certificate was paid for via credit card) or otherwise reimburse the subscriber via check, for the full amount of the applicable fees paid for the certificate. This refund policy is not an exclusive remedy and does not limit other remedies that may be available to subscribers.

For customers located in the United States:

To request a refund, please call customer service at 650-426-3400.

For customers located in Australia:

To request a refund, please call customer service at +61 3 9674 5500.