

ClickShare Trade-In Program, Asia Pacific Frequently Asked Questions

What is the ClickShare Trade-In promotion?

The ClickShare Trade-In promotion allow customers to trade in an eligible device and receive an instant trade-in credit toward the purchase of a new qualifying Barco device.

The instant trade-in credit for trading in selected wireless presentation or conferencing systems applies only to new specific ClickShare Present and ClickShare Conference devices.

Please refer to the ClickShare Trade-In Program Terms and Conditions for more information.

Who can participate in this Trade-In Program?

For the participating APAC countries (excluding China, Hong Kong SAR, Macau) and only Barco Gold, Silver and Authorized partners who are part of the Connect! Program, qualify for this Program.

Claims by non-authorized parties will not be accepted. However, they are allowed to join the Connect! Partner program in order to enjoy the Trade-In Program.

Does the Trade-In Program apply everywhere?

No, the Trade-in Program only applies to sales made in Australia, India, Japan, New Zealand, South Korea, Singapore, Malaysia, Taiwan, Thailand, Vietnam, Indonesia, & Philippines for ClickShare models. It will not be possible to file a claim for sales made outside these countries.

How long will this Trade-In Program run?

The Trade-In Program will run until end 2023 which maybe ended earlier or extended by Barco without notice.

What requirements does my device have to meet in order for me to receive the Trade In value?

At the time of Trade In, you must be the owner of the device. Leased devices are not eligible.

Before you trade in your old equipment, please remove all personal information and save all data you want to keep and remove all security settings by performing a factory reset. Please keep a record of the brand, model and serial number of the old equipment, which is required for registering for the trade-in program.

Barco assumes no responsibility for any personal information you leave on your device when you send it back as a Trade In.

What device models can be traded in?

Your trade-in device must meet the following eligibility requirements:

- a) Wireless Presentation Systems
- b) Audio Conferencing
- c) Video Conferencing

Examples of trade-in brands/models are: Old models of ClickShare devices (such as wePresent, CSE-200), Airtame, BenQ Instashow, Crestron AirMedia, InFocus LiteShow, Kramer VIA, Mersive Solstice, ScreenBeam, Vivitek, WolfVision Cynap Pure.

Which info is needed to register a claim?

- Reseller's information (contact person, email, telephone, company, address, country region)
- End-User's information
- pick up address (at Reseller or End-User)
- brand, model and serial number of Trade-In Products
- ClickShare model, serial number and unit price of New Purchased Products
- Trade-In Claim ID received from the distributor.

Where can I find the serial numbers of the ClickShare devices?

The serial number can be found on the bottom of the ClickShare base unit (not on the buttons).

Is there a minimum quantity of devices to be eligible for the Trade In program?

There is no minimum quantity.

What if my device is not an eligible device model for this promotion?

Barco will evaluate your device and if we determine that it is not eligible for Trade in under this promotion, then Barco will value it at \$0.

I lease my device. Can I trade it in?

No – leased devices are not eligible for this Trade-In Promotion unless you purchase the leased device from your carrier before trading it in. Check with your carrier for details.

Do I need to remove all of the personal information on my Trade in device before I send it?

Yes. Before you send your Trade-In device, please remove all personal information and save all data you want to keep in a different storage location, then remove security locks by performing a factory reset. Barco assumes no responsibility for any personal information you leave on your device when you ship it back as a Trade-In.

What happens to my device once I send it back?

All devices will be sent to a certified recycler to make sure it is decommissioned and recycled as part of our commitment to doing business in a sustainable manner. The criteria for acceptance, you do not need to do anything else.

What if I change my mind about the Trade In?

Once you have placed an order to the Barco accredited partner using the special offer discount, you must ship the old device before you get the new equipment installed. If you decide that you do not want to trade in your old device, you can keep it, but the Barco accredited partner will need to revise the quotation and send you an invoice to settle at the regular product price.

I shipped my device that qualified for the Trade In. Can I get my device back?

No, when you ship your old device, and it passes the Trade-In review, you transfer ownership of the device. We cannot return any Trade-In device accepted by the program.

What if I have other questions?

If you require additional assistance, please contact your preferred Barco Accredited partner in your country or contact us at apac.partners@barco.com. We'll be happy to assist you with any further questions you may have.