

Welcome to Trend's Consumer Terms.

This agreement is between you - the person who purchased our product - and Trend Micro, which is the legal name of the business that is legally entering into this agreement with you for the purposes of your use of consumer products and services. TrendLife is the branded business unit of Trend Micro that provides consumer products and services (see Section 14 for the specific Trend Micro business that applies to you for contracting purposes). Reference to "Trend Micro", "Trend" or "TrendLife" within this agreement will mean Trend Micro but may be used interchangeably. Last updated: 10 August 2026. Always available at www.trendmicro.com/legal.

Is this agreement for you? Yes, if you're using our products for personal or household use. No, if you're using our products for a business — in that case, please see our business specific Global Products Agreement at www.trendmicro.com/legal.

Age requirement: You must be at least 18 years old to enter into this agreement. If you are under 18, a parent or guardian must accept these terms on your behalf and take responsibility for your use of the product.

By clicking "I Accept" or by using a TrendLife product, you're confirming that:

1. This agreement covers you and everyone in your household who uses the product, unless the product requires each household member to separately agree to this agreement, then this agreement covers only you
2. If a product permits use by a minor, and you are accepting this agreement on the minor's behalf, you take responsibility for the minor's use of the product and confirm you have authority to consent for the minor
3. You're using the product for personal or household use only, not for any business or commercial purpose
4. You've read and understood these terms and agree to be bound by them

Need help? For product and support questions, visit our [Help Center](#). For questions about this agreement, contact us at legal_notice@trendmicro.com.

1. Getting Started

1.1. Activating Your Product

To get started, you'll need to create a TrendLife account. Activation instructions will be in your purchase confirmation email or in the paperwork from the retailer or reseller you bought from. Make sure to use a valid email address. We'll use it to send you important notices and renewal reminders.

1.2. Your Product Subscription Start Date

- **Bought online?** Your subscription starts on the day you purchase. Create a TrendLife account or sign in to your existing one at <https://account.trendlife.com/> to download and install the product. We'll email you instructions to do this. We recommend getting set up right away.
- **Bought in a store?** Go to www.trendlife.com/activate to complete your setup. Your subscription starts on the date you do this.

1.3. Keeping Your Account Secure

You're responsible for keeping your account credentials, your email address and password, secure and confidential. Please don't share your account with anyone outside your household. If you think your account has been compromised, please change your password immediately and let us know at <https://helpcenter.trendlife.com/en-US/>. You're responsible for any activity that takes place under your account.

2. Your License

2.1. What You Can Do

As long as your subscription is active, here's what your rights cover:

- If you downloaded and installed our product on your device: you can use it for personal or household, non-commercial use on the number of devices or users shown in your purchase confirmation. You can also make one backup copy for emergency or recovery purposes, but it can't be used as an additional active installation.
- If you access our product through a browser without installing it: you can use it for personal or household, non-commercial use on the number of devices or users shown in your purchase confirmation, for the duration of your subscription.

2.2. What You Can't Do

- Share, lend, rent or resell the product to anyone else, or use it to provide a service to others, whether you charge for it or not
- Use any part of the product in a way it wasn't designed for
- Try to copy (except for the back-up copy mentioned at 2.1 above), modify, reverse engineer or recreate the product
- Deliberately use a pirated or unauthorised version of the product
- Use Kaleida or any AI assistant features in a way that violates our Kaleida Acceptable Use Policy (Section 3)
- Use any artificial intelligence features in the product to make any medical, legal, financial, physical security, or child welfare decision
- Install the product on more devices than your rights allow
- Keep using the product after your subscription has ended or been cancelled

3. Kaleida Acceptable Use Policy

3.1. What Kaleida Is For

Kaleida is our AI assistant designed to help you and your family with everyday tasks, learning, and scheduling. To make sure Kaleida works well for everyone, especially younger family members, we ask all users to follow these guidelines when using Kaleida.

3.2. Using Kaleida Responsibly

When using Kaleida, you agree that you will not:

- Use Kaleida to generate, request, or share content that is illegal, harmful, threatening, abusive, harassing, or obscene
- Attempt to manipulate or "jailbreak" Kaleida into producing responses it would otherwise decline to provide
- Use Kaleida to impersonate any person or misrepresent your identity or your relationship to any family member
- Use Kaleida for any commercial purpose, including advertising or resale of outputs
- Upload or share content through Kaleida that infringes any third party's intellectual property rights
- Use Kaleida in any way that violates applicable law

3.3. Child and Teen Accounts

If you are a parent or legal guardian who has created a profile for a child or teen under 18:

- You are responsible for your child's use of Kaleida and for ensuring they use it in accordance with this AUP
- Child profiles may only be created after completing the required in-app parental consent process. Misrepresenting your status as a parent or legal guardian is a breach of this agreement
- You must not attempt to manipulate Kaleida to respond to your child in a manner inconsistent with their age

Full details of how we collect, use, and protect your child's information are set out in our Parental Notice and Children's Privacy Policy, both accessible within the app.

3.4. How Kaleida Works

Kaleida routes requests through third-party AI model providers to generate responses. By using Kaleida, you accept that your interactions are processed this way, subject to the privacy protections described in our Privacy Policy and Data Collection Notice.

4. Payment and Billing

4.1. Subscription and Pricing

Subscriptions may be sold in monthly and/or annual terms. The price will always be shown clearly at the time of purchase or renewal.

4.2. Payment

When you buy online, you authorise Trend (or our payment partner) to charge your chosen payment method for your initial purchase and thereafter any future auto-renewals, should you confirm that option. Prices don't include local taxes such as VAT or sales tax; these will be added at checkout based on where you live. Please also note that your network provider may charge you data or mobile fees when using our products.

4.3. Keeping Your Payment Details Up to Date

Please make sure your billing information is current, including your card number, expiry date and billing address. By agreeing to these terms you consent to those updates being used for future billing.

4.4. Price Changes

If your subscription price changes upon renewal, we'll let you know at least 28 days in advance by email. If you continue your subscription after receiving that notice, it means you've accepted the new price.

4.5. Auto-Renewal

Your subscription automatically renews at the end of each term, whether you're on a monthly, annual or a multi-year plan. If you purchased a multi-year plan, please note that should you have opted for the auto-renew your subscription will automatically renew for a 1-year term (not the original multi-year term).

You can turn off auto-renewal at any time at <https://account.trendlife.com/>. Turning it off won't affect your current subscription — you'll keep full access until it expires, at which point you'd need to renew manually. We'll always send you a reminder email at least 28 days before your renewal, clearly showing the renewal price, duration and your cancellation options.

Depending on where you live, additional rights around auto-renewal and cancellation may apply; see Section 14 for details.

4.6. Failed Payments

If a renewal payment fails, we'll try to let you know by email. If payment isn't received within a reasonable grace period, your subscription will expire and you'll lose access to the product and security updates until you renew.

4.7. Cancellations and Refunds

If you turn off auto-renewal, you won't be charged again after your current term ends. Refunds for unused time aren't generally available, except as set out below or as required by law.

- Change of mind (cooling-off period): If the law in your country gives you a cooling-off period, you can cancel within 14 days of purchase or renewal for a full refund, as long as you haven't used the product beyond any trial or evaluation period allowed.
- Auto-renewal refunds: If you didn't mean to renew, you can request a refund within 30 days of the renewal date.
- Bought from a third-party retailer? Refunds are often handled most quickly through that retailer under their own return policy, so that's usually a good first port of call. If you'd prefer, you can also contact us directly, and nothing here limits any rights you may have under applicable consumer laws.
- Your legal rights: Nothing here affects any refund or cancellation rights you have under consumer protection law in your country.

5. Cancellation and Suspension

5.1. Your Subscription Term

Your access continues until the end of your current subscription term, unless it's ended or suspended earlier as set out in this section.

5.2. When Trend Can Cancel or Suspend Your Access

If you seriously breach these terms, Trend may cancel your access. Where the breach can be fixed, we'll give you written notice and 20 days to fix it before cancelling. Where the breach cannot be fixed, for example, reverse-engineering, copying or reselling the product, or other misuse of our intellectual property, we may cancel immediately. We may also act immediately, without a cure period, if you fail to make a renewal payment or you pose a security risk to the product or to others. In these cases, or while we investigate a suspected serious breach, Trend may:

- Cancel your access immediately
- Temporarily block your access to cloud or support services, or
- Pause your use of the product and support services

You have the right to appeal any cancellation by contacting your local Trend office.

5.3. When You Can Cancel

- **At any time:** You can stop using the product and end this agreement whenever you like by letting us know in writing. Please note that refunds aren't available for any unused time remaining on your subscription.
- **If we seriously breach this agreement:** If Trend seriously breaches this agreement and doesn't fix the issue within 20 days of receiving your written notice (where the issue is fixable), you can cancel and receive a pro-rata refund for any prepaid fees you haven't used.

5.4. What You Need to Do When Your Subscription Ends

When your subscription ends for any reason, you must:

- Stop using the product immediately
- Uninstall and permanently delete all copies of the software and any related documentation

If your subscription expires due to a failed or missed payment, this agreement is automatically cancelled and the above applies. Unless you cancelled because of a serious breach by Trend (Section 5.3), any fees that were due but unpaid remain your responsibility.

6. Your Data

6.1. Your Responsibility for Your Data

You're responsible for making sure that any data you share with Trend is lawful to share, including any personal data. This means you've got the necessary rights and permissions to give us access to it, and that your use of our products complies with applicable laws.

6.2. How We Use Your Data

To provide and improve our products, we need to access and use certain data from you. We use it to:

- Deliver the product and support services to you
- Maintain and improve how the product works and its security effectiveness
- Identify potential security threats, malicious files, and harmful websites to keep our threat databases up to date
- Administer this agreement
- Meet our legal obligations

You can find full details about what data we collect and how we protect it in our Privacy Policy at trendmicro.com/privacy and our Trust Centre at trendmicro.com/trustcenter. Where possible, you can opt out of certain data uses through your account settings.

We keep your data only for as long as we need it to provide the product, to meet our legal, tax and audit obligations, and to administer and enforce this agreement. How long we retain data depends on the type of data, for example, payment card details are deleted or masked within 60 days of termination, while billing, transactional and licensing records are kept for longer where tax, audit or other legal requirements apply. Full details of our retention periods are set out in our privacy policy at trendmicro.com/privacy. If you purchased through an app store such as Google Play or the Apple App Store, billing and payment information related to that purchase is held by the app store provider under their own privacy policy and retention practices, which are outside our control.

Depending on where you live, you may have rights over your personal data, such as the right to access it, correct it, delete it, or object to how we use it. To exercise any of these rights, please visit trendmicro.com/privacy or contact us at legal_notice@trendmicro.com. We'll respond within the timeframe required by the law in your country.

7. Communications from Trend

By using our products, you agree to receive emails and in-app messages from us about things like product updates, security alerts, service notices and subscription reminders. We may also contact you about important legal matters, such as changes to this agreement. We won't send you marketing emails without your consent. If you change your mind, you can unsubscribe at any time using the link in any marketing email, or by updating your preferences at <https://account.trendlife.com/>. We'll process your request promptly. Opting out of marketing won't affect the product or legal communications you need to keep receiving.

8. Support, Updates and Changes to Your Product

8.1. Getting Help

Every active subscription includes our standard support at no extra charge:

- Email support
- Phone support during business hours
- 24/7 live chat support

- Access to our community forums
- Support is available in certain languages. For help topics and contact options, visit <https://helpcenter.trendlife.com/en-us/contact-support/>.

8.2. Premium Support

If you need more help, we also offer paid support options — premium support, ultimate support, and one-off support services. Paid support runs for 12 months from purchase (unless your confirmation says otherwise), and premium and ultimate support customers get access to a dedicated support phone line. Details will be in your purchase confirmation or when you log in to your account at <https://helpcenter.trendlife.com/>.

8.3. Remote Support Tools

To diagnose and fix complex issues, our support team may need to use specialist tools. We may ask you to:

- Download and install a diagnostic tool from our website or via email, or
- Allow us to temporarily access your device remotely using a screen-sharing tool — this tool will only be active during the support session

Any tools we ask you to install are provided to you for that support session only and must only be used for that purpose. The same restrictions that apply to our products (see Section 2.2) apply to these tools too.

8.4. Recording of Support Sessions

When you contact us for support, by phone, chat, remote session or screen share, the session may be recorded or monitored for quality assurance, training, security and legal compliance. We'll let you know at the start of the session where the law requires it. Recordings are kept only as long as needed and handled in line with our data practices at trendmicro.com/privacy.

8.5. Security Updates

We automatically push security updates to your product in the background as part of your subscription, there's no extra charge for these. For installed software, you agree to allow these updates to install automatically so your protection stays current. While we work hard to keep your security up to date, we can't guarantee that every known or unknown threat will be detected or blocked.

8.6. Product Updates

We may release product updates during your subscription at no extra charge. You agree to let these install in the background. Once a new version is available, we may stop supporting the previous one.

8.7. Upgrades

We may also offer upgrades during your subscription, usually at no extra charge. For cloud-based products, upgrades are deployed at our discretion and you may not be able to delay or decline them. We'll give you reasonable advance notice of any significant upgrades that affect how the product works.

8.8. When a Product is Discontinued

- **No longer for sale:** We may stop selling or renewing a product at any time. If that affects a product you're using, we'll let you know by email, in-app notice, or at <https://helpcenter.trendlife.com/en-us/article/TMKA-19655>. This won't affect your access for the rest of your current subscription term.
- **End of support:** We may also stop providing security updates and support for a product or version after a set date. We'll give you reasonable advance notice by email and at <https://helpcenter.trendlife.com/en-us/article/TMKA-19655>.
- **Your rights if this happens:** If we discontinue a product or end support before your current prepaid subscription expires, we'll do our best to offer you a comparable replacement. If that's not possible, we'll refund the unused portion of your subscription on a pro-rata basis. Your statutory rights as a consumer under local law are not affected.

9. Warranties

9.1. Product Warranty

We warrant that our products will work in line with their documentation for the duration of your subscription. If they don't, we'll (i) work to fix the issue within a reasonable time; (ii) give you a pro-rata refund for the period affected; or (iii) repair or replace it; our choice. For software, you must uninstall and delete all copies. Any repaired or replacement software doesn't start a new warranty period. Your statutory rights as a consumer under local law are not affected.

9.2. Money-Back Guarantee

Regardless of any cooling off rights you may have as described in Section 4.7, we want you to be completely satisfied. If you're not happy with your product for any reason, you can request a full refund within 30 days of your purchase date — no questions asked. This guarantee applies only to purchases made through our website and retail stores. It does not apply to purchases made through third-party app stores (i.e. Google Play, Apple App Store) which typically offer an alternative refund window in accordance with their terms.

- **Online purchases:** To request a refund for purchases made through the TrendLife website, please submit a support ticket at <https://helpcenter.trendlife.com/en-us/srf/>.
- **Retail purchases:** Return the product to the store where you purchased it in accordance with that retailer's return policy. If the retailer is unable to process your refund, contact our support team at <https://helpcenter.trendlife.com/en-us/contact-support/> and we'll help make it right.

If you need more information on how to request a refund, please visit <https://helpcenter.trendlife.com>.

9.3. When These Warranties Don't Apply

Our warranties don't cover problems caused by:

- misuse, misconfiguration, or unauthorised modification of the product
- causes outside our control, such as internet outages or third-party failures
- generative AI responses that you do not check before use
- third-party software or hardware not provided by Trend, including other security tools running alongside ours
- installation that doesn't follow our instructions, or modifications made by you or someone acting on your behalf

- use of an operating system or device that doesn't meet our minimum requirements
- failure to install security or product updates we've made available
- a non-conformity we weren't notified about within the warranty period

Trial and beta products aren't covered by these warranties — see Section 9.5 below.

9.4. Hardware

If you've purchased a hardware product, you'll receive a separate warranty card from the manufacturer. Those warranty terms cover things like duration, what's included, and how to get a repair or replacement. Where there's any conflict between the manufacturer's warranty and this agreement, the manufacturer's warranty takes priority.

9.5. Trial and Beta Products

- **Trying before you buy:** During a free trial you can use the product for personal evaluation only. Your trial licence expires automatically at the end of the trial period. If you decide to purchase before the trial ends, your trial may end when your paid subscription activates (depending on where you purchased it from), so if you want the full trial period, wait until it ends before subscribing. If you decide not to buy, please stop using the product and uninstall it from your devices.
- **Beta products:** If we invite you to test a beta product, please follow the testing guidelines we give you and share your feedback with us. Beta products are confidential, please don't share details about features, bugs or performance publicly without our written consent. We may discontinue a beta product at any time and aren't obligated to make it generally available.

Please note: Trial and beta products are provided as-is, without any warranties. They may have bugs or limited features, and we make no promises about their performance or availability.

9.6. Third-Party Products

Our products may include open-source software components. Details of these components and their applicable license terms can be found in the Read Me or About file in the relevant product.

10. Ownership/Ownership issues

10.1. Our products, including all underlying technology, algorithms, updates, enhancements and any analysis we carry out using your data, belong to Trend and its suppliers. This agreement gives you a right to use the product; it doesn't transfer any ownership or intellectual property rights to you. Please don't remove any copyright or proprietary notices from any part of the product.

10.2. If a third-party claims that a Trend product infringes their intellectual property rights, we'll work to resolve it, either by fixing the issue or securing your right to keep using the product. If neither is possible, we'll refund any unused prepaid subscription fees. This applies as long as you're using the product in accordance with these terms.

11. Disclaimers and Liability Limits

11.1. Your Legal Rights Always Apply

Nothing in this agreement is intended to exclude or limit any rights you have under the mandatory consumer protection laws of your country or region. If any term in this agreement conflicts with those laws, that term will not apply to you, and your statutory rights will take priority.

11.2. What We Don't Guarantee

We work hard to make our products reliable and effective, but we can't make unlimited promises. Unless we've specifically said otherwise in this agreement, our products are provided as they are and as they're available. **In particular, we don't guarantee that the product will:**

- be completely error-free or always available without interruption
- protect your devices, systems or data from every possible security threat
- work with all hardware, software or services not provided or specified by Trend

If the product uses artificial intelligence (including generative or agentic AI), we don't guarantee that any response provided to you will be accurate or appropriate. It is recommended that you check artificial intelligence summaries, recommendations, and communications before using them. You should not rely on artificial intelligence responses for medical, legal, financial, physical security, child welfare decisions.

This doesn't affect any rights you have under consumer protection law in your country.

11.3. What We're Always Responsible For

Regardless of anything else in this agreement, neither you nor Trend can exclude or limit liability for:

- death or personal injury caused by negligence
- fraud or fraudulent misrepresentation, wilful misconduct or gross negligence
- our obligations where there is an ownership issue with our product (Section 10)
- any liability that cannot be excluded or limited under applicable law

11.4. Our Liability Limit

For any other type of claim, and unless the law in your country says otherwise, Trend's total liability to you is limited to the fees you paid for the relevant product in the 12 months before the claim arose. For trial or beta products, our liability is limited to the equivalent to USD \$100 in your local currency as per the exchange rate of the date of any claim. This limit applies collectively to Trend, its group companies and suppliers.

11.5. What We're Not Liable For

Except as set out in Sections 11.3 and 11.4, and unless the law requires otherwise, Trend is not liable for:

- unexpected losses, including those that are not already contemplated between you and us should a wrongful act occur;

- loss of data or content not caused directly by us;
- products or services provided by third parties;
- interruptions or interference to communications over the internet or networks outside our control; or
- errors or inaccurate results from any artificial intelligence features, such as incorrect, made up or inappropriate responses (hallucinations). AI outputs may not always be accurate, so you should review them before relying on them.

12. General

12.1. Backing Up Your Data

As we cannot guarantee that our products will protect against every threat or block all viruses, malware or other threats, we recommend that you back up your data regularly while using our products. Our responsibility for any resulting loss of or damage to your data may be affected if you do not follow this recommendation. Please refer to Section 11.5. Your statutory rights as a consumer under local law are not affected.

12.2. Circumstances Beyond Our Control

Neither party will be liable for delays or failures caused by circumstances beyond their reasonable control — such as natural disasters, war, cyberattacks on internet infrastructure, or government actions. If such an event prevents us from providing the product for more than 30 days, you may cancel this agreement and receive a pro-rata refund of any prepaid fees for the unused portion of your subscription. We'll resume normal service as soon as we reasonably can.

12.3. Export Controls

Our products are subject to export control laws. By using our products, you confirm that neither you nor any member of your household is located in, or a national of, any country subject to an embargo or trade sanction, and that you're not a prohibited person or entity under any applicable law. You're responsible for ensuring your use of the product complies with these rules.

12.4. Severability

If any part of this agreement is found to be invalid or unenforceable, the rest of the agreement remains in effect. The affected part will be revised only to the extent needed to make it valid.

12.5. Entire Agreement

This agreement is the complete agreement between you and Trend regarding our products. It replaces any previous arrangements or understandings on the same subject.

12.6. Survival

When this agreement ends, any provisions that by their nature should continue, such as TrendLife's intellectual property ownership, liability limits and dispute resolution, will remain in effect.

12.7. Changes to These Terms

We may update these terms from time to time. If we make a change that materially affects your rights, we'll let you know at least 30 days in advance via the Help Centre or by email. If you continue to use the product after the new terms take effect, it means you've accepted them. If you don't agree with the changes, you can cancel your subscription before they take effect and receive a pro-rata refund for any unused prepaid fees.

12.8. Waiver

If Trend doesn't enforce any part of this agreement at any time, that doesn't mean we've given up the right to enforce it later.

12.9. Assignment

You may not transfer your rights or obligations under this agreement to anyone else without our written consent. We may transfer our rights and obligations to another Trend group company or to a successor business, provided the transfer doesn't materially reduce your rights under these terms. We'll notify you if this happens.

12.10. Notices

Any formal written notice you need to send us under this agreement should be sent by email to legal_notice@trendmicro.com or by mail to the address of your relevant Trend company available at <https://www.trendmicro.com/en-us/contact.html>. We'll send notices to you at the email address registered to your Trend account. Notices sent by email are effective when sent, provided no delivery failure is received.

12.11. Feedback and Suggestions

If you send us feedback, suggestions or ideas about our products, we may use them to improve our services without any obligation to you. By sharing feedback with us you're giving us permission to use it freely, and you won't be entitled to any compensation or credit for it.

13. Resolving Disputes

13.1. How to Raise a Complaint

If you have a complaint about our products or this agreement, we'd like to hear from you first. Please contact our support team at <https://helpcenter.trendlife.com/en-us/contact-support/> or email legal_notice@trendmicro.com. We'll acknowledge your complaint promptly and aim to resolve it within 14 days. If we're unable to resolve it to your satisfaction, you may have the right to refer your complaint to a consumer authority or alternative dispute resolution body in your country.

13.2. For US residents only. We hope you'll never have a dispute with us, but if you do, here's how we'd like to handle it:

- **Step 1 — Talk to us first.** Before starting any formal process, please contact us and give us 60 days to try to resolve the issue informally. Send a written notice to: Trend Micro Incorporated, Attn: Arbitration Notice, Legal Department, 225 East John Carpenter Freeway, Suite 1500, Irving, TX 75062.

Include your name, contact details, product serial number (if any), a description of the issue and what you'd like us to do about it. We'll contact you at your billing or email address.

- **Step 2 — Arbitration.** If we can't resolve it informally, both parties agree to resolve the dispute through binding arbitration administered by the American Arbitration Association (AAA) at www.adr.org, rather than through the courts. The arbitrator's decision will be final. This doesn't apply to TrendLife's intellectual property disputes or claims you're eligible to bring in small claims court.
- **Small claims court.** You always have the right to bring a claim in small claims court in your county of residence or in Dallas County, Texas, if your claim qualifies.
- **Costs.** For disputes involving \$75,000 or less, we'll cover your filing fees and arbitration costs, unless the arbitrator finds your claim was frivolous. If we make a settlement offer and the arbitrator awards you more than that offer, we'll pay the higher amount plus twice your reasonable legal fees.
- **No class actions.** All disputes must be resolved individually. Neither party may bring or participate in a class action, representative action or collective proceeding.
- **Your right to opt out of changes.** If we change this arbitration section while you're a subscriber, you can reject the change by writing to us within 30 days. The previous version will continue to apply to your disputes.

14. Which Trend Company and Law Applies to You

The Trend company and governing law that applies to your agreement depends on where you live:

Where you live	Your Trend company	Governing law	Disputes
USA / Canada	Trend Micro Incorporated, Irving, TX, USA	USA: New York, USA Canada: Laws of your province or territory	US residents only - See Section 13 Canada – Courts of your province or territory
Central & South America (except Brazil, Colombia, Mexico)	Trend Micro MCA Inc., Irving, TX, USA	Laws of your country of residence	Courts of your country of residence
Brazil	Trend Micro do Brasil LTDA, São Paulo	Brazilian federal law	São Paulo courts
Colombia	Trend Micro Colombia S.A.S., Bogotá	Colombian law	Bogotá courts
Mexico	Trend Micro Latinoamérica S.A. de C.V., Mexico City	Mexican federal law	Mexico City courts
EEA, UK, Switzerland	Trend Micro (Ireland) Limited, Cork, Ireland	Irish law (EEA, Switzerland); English & Welsh law (UK)	Courts of your country of residence
Kazakhstan, Turkey, Middle East (excl. Israel & Qatar), Africa	Trend Micro DMCC, Dubai, UAE	English & Welsh law	English courts
Australia	Trend Micro Australia Pty Ltd, North Sydney, Australia	NSW, Australia	NSW courts
India, Malaysia, New Zealand, Philippines, Thailand	Trend Micro Australia Pty Ltd, North Sydney, Australia	Laws of your country of residence	Courts of your country of residence
Indonesia, Vietnam	Trend Micro Singapore Pte Ltd, Singapore	Laws of your country of residence	Courts of your country of residence
Singapore	Trend Micro Singapore Pte Ltd, Singapore	Singapore law	SIAC arbitration
Israel, Taiwan	Trend Micro Inc., Taipei, Taiwan	Laws of your country of residence	Courts of your country of residence
Hong Kong SAR, Macau SAR, Qatar	Trend Micro Limited, Hong Kong	Hong Kong law	Hong Kong courts
Republic of Korea	Trend Micro Inc. Korea, Seoul	Korean law	Seoul Central District Court
Japan	Trend Micro Incorporated (Japan)	Japan law	Tokyo District Court
All other countries	As stated in your purchase confirmation	English & Welsh law	English courts

A note for customers in Australia and New Zealand

Australian residents: Our products and services come with guarantees that cannot be excluded under the Australian Consumer Law (Schedule 2 of the Australian Competition and Consumer Act 2010 (Cth)).

For major failures with a product, you are entitled to cancel your subscription with us and to a pro-rata refund for the unused portion, or to compensation for its reduced value. You are also entitled to choose a refund or replacement for major failures with our products. If a failure with a product does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a pro-rata refund for the product and to cancel the subscription and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the products.

New Zealand residents: Our products come with guarantees that cannot be excluded under the Consumer Guarantees Act, 1993 (NZ) (**NZ Consumer Act**).

If our products fail to meet the relevant guarantees, you may be entitled to a repair, replacement or refund.

The guarantees for Australian and New Zealand consumers under the Australian Consumer Law and the NZ Consumer Act apply in addition to the warranties under this agreement. Nothing in this agreement excludes, restricts or modifies any of these consumer guarantees. These rights apply regardless of where you bought our products, including from a third-party retailer. While a third-party retailer may be able to assist you, you are always entitled to contact TrendLife directly about any problem, and any reference elsewhere in these terms to a retailer's return policy is offered for your convenience only and does not limit your right to deal with us directly. To make a claim, contact our support team at <https://helpcenter.trendlife.com/en-us/contact-support/> or reach our Australian office at anz_legalnotices@trendmicro.com or Level 15, 1 Pacific Highway, North Sydney, NSW 2060, Australia.

A note for customers in UK and EU

If you're in the UK or EU, you have additional statutory rights under the UK Consumer Rights Act 2015 and EU Digital Content Directive (2019/770) respectively. These give you rights where digital content doesn't conform to the contract, including rights to repair, replacement or price reduction. Nothing in this agreement limits those rights.

A note for customers in Quebec, Canada

The parties have agreed that this agreement and all related documents be written in English. Les parties ont convenu que cette convention et tous les documents s'y rattachant soient rédigés en anglais.