OpenText Returns Policy
for Tableau Duplicator and Bridge Products

Returns for Credit

All returns for credit must be pre-authorized and receive a return number. Returns for credit must be processed as follows:

1. If the product was purchased from an authorized reseller, please work with that reseller to process the return.

2. If the product was purchased directly from OpenText, please contact us at tableauorders@guid.com, or call us at (262) 522-7890 Option 3 or (262) 832-6888, to obtain a return number.
   a. Return numbers must be requested within 30 days from receipt of product.
   b. Once issued, a return number is only valid, and product will only be accepted back, for 30 days from the issuance date of the return number.

3. Returns will be subject to a restocking fee dependent on condition. Restocking fees will be based on the original sales price.
   a. Returns received in original condition – 10% restocking fee
   b. Returns received damaged, or different than how it was originally shipped – up to 50% restocking fee

4. Product must be shipped back to the following address, with the return number referenced on the shipping label and/or outside of the box:
   OpenText
   Attention Returns Department
   W233 N608 Saratoga Drive, Suite A
   Waukesha, Wisconsin 53186

5. All shipping costs are the responsibility of the party sending the product back.

6. Products returned will be inspected to verify that each component is (a) unopened, (b) new/unused, (c) inclusive of all originally shipped components, and (d) in re-saleable condition.

7. A credit will be issued if the returned product is eligible for a credit return. If eligible, the credit will be the amount from the original sales order less the restocking fee.

Revised September 20, 2017