



FAQ

Q: What if I do not know the Part# I need?

A: If you are unsure of the part# you need to order for the corresponding Feature Upgrade you wish you activate; send us your requirements in a [Request for Quote](#) and SAN-KEY's knowledgeable professionals will come to a consensus on the function you wish to achieve. Then we can elaborate on what ordering SKUs are applicable to your needs.

Q: Does SAN-KEY warranty the feature activations that I ordered from them?

A: If the hardware being upgraded is under a Current OEM's Warranty or Support and the Manufacturer has determined the switch needs replacement; SAN-KEY will commence the License Transfer Process on your behalf and deliver a unique Activation Key to reissue the feature on the replacement switch delivered by the Manufacturer. This Post-Sale Service is provided by SAN-KEY free of charge.

Q: Can I return an Activation Key / Withdraw my Order if we determine our needs have changed?

A: Once you issue a PO / place an order on our site for a Feature Upgrade; the process to generate your Unique Activation Key(s) begins immediately. Because the service generates an Activation Key that is Unique to your switch(es) for the feature upgrade requested; the "Key(s)" cannot be restocked and resold, and therefore they are determined to be consumed. SAN-KEY cautions all of its customers to have a firm understanding of their internal needs before placing an order with us. SAN-KEY does ensure you will never order a Feature Activation that was already active on your hardware through precautionary diligence in the Analysis of your License Show that you submitted with your order and accompanying order notes. All "Sales are final" as affirmed by our Refund Policy on our checkout page.