

# Web Store FAQ

Web Store FAQ articles deal with problems that are related to the products purchased from [the Blancco Web Store](#).

- [For how long are the products purchased from Blancco web store valid?](#)
- [I am unhappy with my Blancco web store purchase and I would like to have a refund](#)
- [I do not have an Internet connection available. Am I able to use Blancco Erasure Software products?](#)
- [I noticed that your web store is not selling Blancco LUN Eraser or Blancco Virtual Eraser. Where can I buy these products from?](#)
- [I purchased a license for Blancco Drive Eraser/Blancco Mobile Device Eraser, erased a system/mobile device and now I seem to be out of licenses. What is wrong?](#)
- [Ich bin mit meinem Kauf im Blancco Webshop unzufrieden und möchte eine Rückerstattung erhalten.](#)
- [Is an Internet connection required for activating/using products purchased from Blancco web store.](#)