



1-800-456-8000 x76479  
[act-licensing@ingrammicro.com](mailto:act-licensing@ingrammicro.com)  
Desk hours - 8:30-8:00 Eastern  
[www.act.com](http://www.act.com)

### **Vendor Program Overview**

Returns are granted for licenses purchased within the past 30 calendar days at the vendor's discretion. Returns requested over 30 days are declined.

To request a return, please contact us with the following information:

- Your Ingram account number
- Your PO #
- Ingram Order number
- SKU of product to be returned
- Quantity (please note—the entire quantity must be requested for return-no partials)
- Reason for Return
- Please note if there will be a re-order

Please contact our licensing desk with any questions.