



Desk hours - 8:30a-8:00p Eastern
1-800-456-8000 x76789

Acronis-Licensing@Ingrammicro.com

Vendor Business Manager– Hulbert Wagoner
1-800-456-8000 x64851

Market Development Specialist – Kevin Werely
1-800-456-8000 x66067

www.Acronis.com

Acronis New Electronic license and support returns policy:

1. Orders requested for RMA must be made within 30 days of invoice
2. The replacement PO number must be presented to Acronis at time of request for RMA.
3. Acronis also requires the end-user sign a Letter of Destruction (LOD) document, which MUST be returned to acronis-licensing@ingrammicro.com to then be forwarded to the vendor for approval.

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

Your Ingram account number

Your PO #

Ingram Order number

SKU (s) of product to be returned

Quantity (please note—the entire quantity must be requested for return-no partials)

Reason for Return

Replacement PO number

Please contact the licensing desk with any questions.