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Vendor Return Policy

Returns can be done up to 75 days after the order has been placed through Adobe. An LOD will be required. Adobe does not allow partial returns only full returns. Re-orders are required at time of RMA unless the order is being cancelled.

A valid LOD (Letter of Destruction) is required to process a Licensing Return. Our licensing partners have indicated that there are times when an LOD is not possible to obtain for an order placed in error. There will be a \$200.00 fee for no LOD. The fee will be charged to either the Distributor (if made the mistake) or the reseller if it's their issue or end users issue. This fee will be in addition to any Administrative fees listed below and will also be deducted from the credit if able. The RMA Credit will not be processed by Adobe until the Letter has been sent by Adobe Order Management to the end user on the order which is being returned.

The standard process requires the LOD to be on End User Letterhead and signed by the end user on the sales order.

Below is a copy of the LOD and the information on what needs to be included.

Once we have the LOD for a return please send to Adobe-licensing and where they will process the return, standard lead time 1 week for Approval.

If the order is past the 75 day return policy or no LOD can be obtained an exception will need to be processed. You will be notified if an exception is need.

Adobe Letter of Destruction

Date:

Letter of Destruction

To Whom It May Concern:

This letter is to advise you that we have decided to return this licensing order. Accordingly, we ask that you amend your records upon acceptance of this letter indicating that we have not used the licenses below. In addition, we understand that we are required to destroy any copies of the media and documentation that exceed the number of licenses that we have purchased. In order to receive a credit for any excess media and documentation, we have certified below that such media and documentation has been destroyed. Once you receive this signed letter along with a printed certificate from www.licensing.adobe.com, the appropriate credit will be processed to the appropriate distributor who will credit the reseller with whom we placed this licensing order, and who is listed below.

Sincerely,

Company Name

Product information		
Description	Quantity	Cost

Reseller Name and Account #:

Reseller PO#: _____

End User Name: _____

End User PO#: _____

Distributor: Ingram Micro

Distributor PO#:

On behalf of _____, I confirm that the licenses listed above have been destroyed and therefore, have not been used. In Addition I confirm that all copies of the media and documentation for which we have applied for credit have been destroyed, and that the copies of the media and documentation purchased do not exceed the licenses purchased.

Company Name

Contact Name Signature

Phone Number