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## Vendor Return Policy

Returns can be done up to 75 days after the order has been placed through Adobe. 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 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.

[Click her for a copy of the LOD and the information on what needs to be included.](#)

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