



Autodesk

800-456-8000 ext 76027
716-616-1259 fax

Autodesk-Licensing@IngramMicro.com

Desk hours - 8:30-8:00 Eastern
www.Autodesk.com

Vendor Returns Overview

- **Box Product Return:**
- Customer has 60 days from the date of purchase to return.
- Customer submits a Certification of Destruction (COD) to the licensing team at autodesk-licensing@ingrammicro.com. (COD is below)
- Ingram Micro will submit the COD request to Autodesk. (24-48 hour turnaround)
- Licensing desk enters Ingram RMA and references the Autodesk RA#, forwards to Ingram billing department to invoice credit memo to reseller IM account within 48 hours and notifies reseller of credit via email.

- **Additional Seats/Network Activations/Subscription Return:**
- Customer has 30 days from the date of purchase to return.
- If the customer has license on subscription, they will also need to return the subscription for credit.
- Customer notifies the licensing desk that they need to do a return @ autodesk-licensing@ingrammicro.com.
- Licensing submits the request to Autodesk.
- Autodesk provides Ingram an RA (approval) number ,
- Licensing desk enters Ingram RMA and references the Autodesk RA#, forwards to Ingram billing department to invoice credit memo to reseller IM account within 48 hours and notifies reseller of credit via email.

[Click here for a copy of the Certificate of Destruction document.](#)

Please contact our licensing desk with any questions.