



The Autodesk logo, consisting of the word "Autodesk" in white on a black rectangular background.

1-800-456-8000 x76027

1-716-616-1259 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 @ autodesk-licensing@ingrammicro.com. (COD is on next page)
- 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.

Please contact our licensing desk with any questions.

CERTIFICATE OF DESTRUCTION

This Certificate of Destruction is made by or on behalf of the undersigned individual or entity named below. The undersigned certifies that as of the date indicated below, it has: i) destroyed all packaging, media, documentation and electronic or other media copies of the software products listed in the table below ("Software"); 2) if applicable, deleted all copies of the Software and the documentation that accompanied the Software from any computer in which the Software was installed; 3) ensured and confirms that no backup or other copies of the Software exist. Moreover, this certificate confirms that no copies of the Software or documentation have been retained or resold in any form or manner or otherwise distributed, modified or changed in violation of the applicable Autodesk software license agreement or any other agreement that the undersigned might have in place with Autodesk. Furthermore, the undersigned acknowledges that it no longer has the right to use the Software, there is no right to distribute or otherwise transfer, convey or assign the Software and nor may the undersigned receive or conduct any service or maintenance on or related to the Software. Note that this form must be completed and received by Autodesk within the stated return guidelines in order to receive any refunds, credits or other media as set forth in the Autodesk return guidelines. Complete information is required to process your request and requests will be rejected if not complete. No extensions of time will be granted.

Name:		Account Number:	
Contact Name:		Email Address:	
Phone Number:			

PLEASE BE SURE TO COMPLETE THE FIELDS ABOVE AND BELOW AS THIS INFORMATION IS REQUIRED FOR PROCESSING

	Serial Number	Description	Original PO	Original Cost	RMA Number
sample	110-12345678	AutoCAD 2002	L12345	\$2,400.00	
1					
2					
3					
4					
5					
6					
7					

By signing below, I certify that the above statements are true and that I am duly authorized to represent the undersigned. I also understand that if this certification is found to be untrue that I shall reimburse Autodesk for any refunds or credits issued to me, and that Autodesk may pursue any and all remedies against me as it may have at law or equity and as set forth in its Autodesk software license agreement, and any agreement that Autodesk may have with the undersigned, including, without limitation termination of the agreement and our relationship.

Name: _____

Signature: _____

Print or Typed Name: _____

Title: _____

Date: _____

Once executed, please fax, email or mail this Certificate to your designated Partner Support Representative.