

## 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](mailto: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.



Certificate of  
Destruction.docm

### **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](mailto: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.**