



1-800-456-8000 x76416
BMC-licensing@Ingrammicro.com
Desk hours - 8:30-8:00 Eastern
www.bmc.com

Returns Policy

BMC only accepts returns on the Track-It! product within 30 days. Below is the policy relative to Track-It!

BY OPENING THE PACKAGE, INSTALLING, PRESSING "AGREE" OR "YES" OR USING THE PRODUCT, THE ENTITY OR INDIVIDUAL ENTERING INTO THIS AGREEMENT AGREES TO BE BOUND BY THE FOLLOWING TERMS. IF YOU REJECT THIS AGREEMENT OR ARE NOT SATISFIED WITH THE SOFTWARE, YOU MAY (I) OBTAIN A REFUND OF THE PURCHASE PRICE OF THE SOFTWARE OR THE SOFTWARE UPGRADE (AS APPLICABLE), OR (II) REQUEST REPLACEMENT SOFTWARE IN THE EVENT YOU IDENTIFY THAT THE SOFTWARE IS DEFECTIVE, PROVIDED THAT, IN EACH CASE, YOU RETURN TO THE POINT OF PURCHASE THE SOFTWARE, ANY ACCOMPANYING DOCUMENTATION AND DATED PROOF OF PURCHASE WITHIN THIRTY (30) DAYS FROM THE DATE OF PURCHASE OF THE SOFTWARE.

To request a return, please contact us with the following information: Your Ingram account Number

Your PO #

Ingram Order number

Reason for Return

Please contact our licensing desk with any questions