Vendor Return Policy

Business Objects/SAP return policy is 30 days from the date of order with an offsetting/replacement order.

Returns are granted for licenses purchased within the past 30 calendar days at the vendor's discretion. The vendor has to approve the RMA before further action can be taken.

If Business Objects/SAP approves the return, a completed letter of destruction is required. The LOD form is on page two of this document and must be filled out by the end user and returned back to our desk. We will request this from you once the vendor has approved the return.

To request a return, please contact us with the following information:

> Your Ingram account number
> Your PO #
> Ingram Order number
> Sku of product to be returned
> Quantity (please note—the vendor usually does not allow partial returns)
> Reason for Return
> Offsetting/replacement PO number

Please contact our licensing desk with any questions.

CERTIFICATION OF SOFTWARE KEY CODE DESTRUCTION

This Certification is made by **Insert Company Name**. (hereinafter "Customer") to the intellectual property owner, Business Objects, Inc.

The Customer hereby warrants, represents and certifies that it has taken the necessary measures to delete and destroy the key codes for the software licenses described below, including any copies of such key codes made by Customer, for use under the terms of Business Objects' software license agreement by **Insert date.**

Business Objects Product Name	License Quantity
Insert Product Name or SKU and Keycode	**Insert Quantity**

Customer acknowledges that any continued use of the key codes, or any copies made by Customer, will constitute willful copyright infringement for which Customer may be liable for civil damages of up to $100,000.

Business Objects will issue permanent or new (whichever is applicable) key codes for the applicable software products to Customer upon Business Objects' receipt of this Certification from Customer.

The signatory of this certification hereby swears and attests that the foregoing is true and correct, and that said signatory is duly authorized by Customer to make the foregoing certification.

By Customer: _____ Date: _____
                          (*Signature*)

_____
                          (*Please Print Name*)

Address: _____

_____

Email Address: _____