



1-800-456-8000 x76516
BlackBerry-Licensing@IngramMicro.com
Desk hours - 8:30-8:00 Eastern
www.blackberry.com

Vendor Program Overview

BlackBerry Technical Support Services (BTSS) orders are not returnable.

Software orders have a 30-day return window. A replacement order of equal or greater value for the same end user is required.

To request a return, please contact BlackBerry-Licensing@IngramMicro with the following information:

- Your Ingram account number
- Your PO #
- Ingram order number
- SKU(s) of product(s) to be returned
- Quantity
- Reason for return
- Ingram order number of the replacement order

Please contact the licensing desk with any questions.