



1-800-456-8000 x76151
CA-Licensing@Ingrammicro.com
Desk hours - 8:30-8:00 Eastern
www.ca.com

CA Return Policy

The following options are available for return of CA Products purchased within the Indirect Licensing (OLP) Program only. No partial returns will be accepted.

Within 60 days of License Certificate Date* - RMA must be requested and certificate of destruction completed in order to return Open Licenses (including the solutions kit and original certificate) unconditionally.

Beyond 60 days of Certificate Date* - returns will not be accepted by CA. No exceptions.

* Certificate Date is the date of issuance and can be found on the upper right portion of the License Certificate.

CA requires a completed letter of destruction for all returns.

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.