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**Desk hours - 8:30-8:00 Eastern**  
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## **Vendor Return Policy**

Returns are granted on an exception only basis

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 entire quantity must be requested for return-no partials)
- Reason for Return
- Replacement Order #

All returns need to be approved through many channels at the vendor and can take up to six months to process.

Hardware returns will need to be shipped back to the vendor before any approval will be granted

Please contact our licensing desk with any questions.