



Condusiv-licensing@Ingrammicro.com

Desk hours - 8:30-8:00 Eastern www.condusiv.com

## **Vendor Program Overview**

Returns are granted for licenses purchased within the past 30 calendar days at the vendor's discretion. Returns requested over 30 days are declined without exception per Diskeeper policy.

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

Your Ingram account number

Your PO#

Ingram Order number

Sku(s) of product to be returned

Quantity (please note—the entire quantity must be requested for return-no partials)

Reason for Return

Your contact information (IE: name, phone, & email)

All return requests take between 3-4 weeks for processing at the vendor from time of request.

Please contact our licensing desk with any questions.