



1-800-456-8000 x76485  
Corel-Licensing@Ingrammicro.com  
Desk hours - 8:30-8:00 Eastern  
www.corel.com

### **Vendor Program Overview**

Corel is a market leader in products that can perform a variety of tasks. Some of these products include Corel Draw Graphics Suite, Corel WordPerfect Office, and one of their most popular products Winzip. These products provide word processing programs, and other graphical programs that can help a person create anything they can imagine. Corel offers volume licensing that provides volume discounts.

### **Key Products**

Burn.Now	VideoStudio
CorelCAD	WinDVD
CorelDRAW	Perfect Authority
MotionStudio	Creator NXT 2
PaintShop Photo Pro	Creator Gold
Painter	Creator Silver
PDF Fusion	Secure Burn
WordPerfect Office	Toast Titanium
WinZip	

### **Maintenance/Support**

Maintenance is not required with all license purchases, but highly recommended. Maintenance includes the following:

- Upgrade protection (free upgrades during term of the maintenance agreement)
- Backwards licensing rights (licensed software can be used one version back from the current version)
- 1 premium support incident for every 20 seats of maintenance purchased. If less than 20 seats are purchased, customer will receive access to the Corel knowledge base and free installation support.
- Maintenance can be renewed, providing an easy way to clearly budget for obtaining future releases, and product support.

### **Media**

Media Kit is required on all new licensing purchases. It is not required for WinZip, Roxio products, CorelDraw, WordPerfect, Corel Designer, Corel CAD and Corel Painter.

### **Authorization Requirements**

There are no authorization requirements for Corel Licensing.

### **Ordering Requirements**

Corel Licensing is based off of tiers. To insure order acceptance, please order the correct quantity for the correct level. To assure prompt processing of your Corel Licensing purchase, please be sure to include the following information when placing your order:

1. PO number
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code

4. End-user contact name - first and last name required
5. End-user contact phone number
6. End-user contact email address (email domain must match business name)
7. Winzip CRM# if renewing or upgrading Winzip Products.)
8. Previous Corel Order # for Maintenance Renewals (Does not apply to Winzip Renewals)
9. Media Kit is required; because there is no download for Corel Products

### **Product Delivery**

Corel Licensing normal processing time on orders is 3-5 business days for licensing and 5-7 business days for the media kit to be delivered. Licenses are delivered via email.

### **Renewals**

Corel Licensing requires the previous Corel Order # for any maintenance renewals, the Winzip CRM# for all Winzip maintenance renewals, and the previous Roxio reference # for Roxio renewals.

### **Pricing Programs**

Corel has Corporate, Academic, Nonprofit, and Government programs.

### **Important Notes**

Corel Licensing has a month end order cut off at 6pm eastern the weekday before calendar month end. Please have your orders in at least 4 hours prior to this cut off to ensure processing.

### **Vendor Returns Overview**

Corel has a no returns policy. All requests are based on vendor approval. Corel requires a completed letter of destruction for all return requests. [Click here for LOD form.](#)

To request a return, please submit the following information with the completed LOD form to Corel-Licensing@Ingrammicro.com:

- 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
- And will there be a replacement order.

Please contact our licensing desk with any questions.

January 15, 2015