



1-800-456-8000 x77478

DellSoftware-Licensing@Ingrammicro.com

Desk hours - 8:30-8:00 Eastern

www.Software.Dell.com

Dell Software Return Policy Statement

Dell Software has a strict "No Returns" policy.

EXCEPTIONS TO RETURN POLICY

- a. **Customer Ordered Wrong Product** - If the customer mistakenly ordered the wrong product, Dell Software will accept exchanges for a different product of *equal or greater* value, if returned within 30 days from the date purchase. Dell Software must receive a new purchase order with the correct product, *before* the credit and replacement license is issued.
- b. **Incorrect End User Information on PO** - If the incorrect End User information was listed on the purchase order, an equivalent replacement order may be submitted to correct this information.

Please allow 2-3 months processing time for returns with Dell Software's Product Returns department.

To request a return, please contact us via email 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

Replacement PO number