



Vendor Returns Policy

Returns are granted for licenses purchased within the past 30 calendar days at the vendor's discretion. Returns requested over 30 days are subject to an administration fee and require HP authorization. Please contact Customer Service for RMA requests.

- **Does HP allow the return of Care Packs?**
 - Yes, if returned in the first 30 days from purchase date and only a few exceptions are made for return requests past 30 days. Return requests past 30 days will only be returned if approved by HP. HP does not allow Care Pack returns for convenience.

- **When does HP allow standalone Care Pack returns?**
 - Within 30 days of shipment
 - When the Customer's equipment is being returned for another product or replacement product and HP Care Pack Services are being purchased on the new order (entire product/service order being canceled) a prorated return can be done for the remaining unused services. The prorated credit will not be processed until the purchase order or sales order of the replacement order is provided.
 - When a Customer's environment desires a higher level of service than originally purchased and now they want to purchase the new HP Care Pack Service or Service Contract for the higher level of service a prorated return can be done for the remaining unused services. The prorated credit will not be processed until the purchase order or sales order of the new order is provided.
 - When the Customer cancels/returns product purchased (including Services) due to HP approved customer satisfaction reasons a prorated return can be done for the remaining unused services.
 - Sales Department errors
 - Sales rep enters incorrect HP Care Pack sku
 - Sales rep enters too many or too few Care Packs
 - Duplicate orders entered in error

- **In what situations would HP not approve a standalone Care Pack return request?**
 - Product and Care Pack return with no replacement order.
 - HPFS lease cancellation with no replacement order.
 - Cancellation for convenience.

- **When does the new 16% return fee apply? This fee applies when only the Care Pack is being returned under these circumstances:**
 - Sales Department errors (sales rep enters incorrect HP Care Pack sku)
 - Wrong Care Pack (must show replacement order)

- Too many or too few Care Packs
- Duplicate orders entered in error

Requests to downgrade the Care Pack service level.

To request a return, please contact Customer Service 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