



1-800-456-8000 –Ext 76752

Kaspersky-Licensing@Ingrammicro.com

Desk hours - 8:30-8:00 Eastern

Market Development – Jessica Buscaglia

1-800-456-8000 x66263

www.kaspersky.com

Vendor Returns Overview

Returns are granted for licenses purchased within the past 30 calendar days at the vendor's discretion. Returns requested over 30 days are viewed before approved or declined.

Kaspersky Software requires a replacement po or Tech support Incident #. A customer cannot request a return because they do not need the product. It will be declined.

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

Please contact our licensing desk with any questions.