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Microsoft-Licensing@Ingrammicro.com

Desk hours - 8:30-8:00 Eastern

www.microsoft.com/licensing

Ingram Micro Microsoft Open License Program Returns Policy **Effective May 17, 2013**

Microsoft Open Licensing has a 90-day return policy. Ingram Micro must submit all return requests within 90 calendar days of Microsoft's original invoice to Ingram. **Requests for returns after 90 calendar days will be considered ONLY in the case of end-customer error, at Microsoft's sole discretion.** Microsoft may require detailed backup for any return. Any return request submitted and approved after 90 days will be assessed a 10% cancellation fee. Microsoft will automatically reject any request that is greater than 365 days from the original invoice date.

Returns within sixty (60) days from the license issue date will be processed for full credit.

Returns between sixty (60) and ninety (90) days will be accepted with a 10% cancellation fee.

Ingram Micro has two (2) business days to process your request.

Please note: In the event the two (2) business-day period causes the license to fall outside of the sixty (60) day return policy, the return will be processed with the 10% cancellation fee. If this is a potential issue, we recommend that the request be sent prior to the 58th day.

Please note that if the request is sent with incorrect information or insufficient documentation, the request cannot be processed. Requests are processed in the order they are received. Please allow 48 hours for a response.

If your request needs immediate attention, please contact us at 800-456-8000 ext 76163, Option 2, or Microsoft-Licensing@IngramMicro.com.

Ingram Micro Microsoft Open Value Program Returns Policy

Open Value is a non-return program. Every return request through Open Value requires an exception from Microsoft before processing can take place.

Returns pertain to one invoice. PARTIAL RETURN REQUESTS ARE ACCEPTED for Open Value.

Returns should be requested within the first three (3) weeks after the order has been processed.

Please note that if the request is sent with incorrect information or insufficient documentation, the request cannot be processed. Requests are processed in the order they are received. Please allow 48 hours for a response.

If your request needs immediate attention, please contact us at 800-456-8000 ext 76163, Option 4, or Open.Value@IngramMicro.com.