



Microsoft | Volume Licensing

1-800-456-8000 x76163

Microsoft-Licensing@Ingrammicro.com

Desk hours - 8:30-8:00 Eastern

<http://www.microsoft.com/licensing/>

Vendor Program Overview

Microsoft Step by Step Open License Return Policy and Procedure
(Rev#6.0 - 02/12/03)

For prompt processing of your return, please completely fill out and return this MOLP Return Policy and Procedure Sheet. Please call 1-800-456-8000 x76163 if you have any questions regarding this form or return procedures. Reseller emails completed Return Form requesting a return to Ingram Micro License Returns Department at: microsoft-licensing@ingrammicro.com referencing the following in the subject field of the message.

Subject: Microsoft Licensing RMA request (reseller's account number).

If you are unable to email this form, you may fax this document to 716-616-2121.

Within two (2) business days, License Returns will validate the request against Microsoft's return policy, and issue a claim number. Customer will be informed of this claim number via email, unless otherwise requested.

Ingram Micro will issue credit within five (5) business days.

PLEASE DO NOT SEND ANY PAPERWORK TO ANY INGRAM MICRO LOCATION

Ingram Micro's Open License Returns Policy effective August 31st, 1998

- Returns within sixty (60) days from the license issue date will be processed for full credit.
- Returns beyond sixty (60) days will be accepted with a 15% restock fee, NO EXCEPTIONS.
- Returns pertain to one complete invoice. NO PARTIAL RETURNS ARE ACCEPTED.
- Returns MUST be requested PRIOR to the 60th day from the date the license was issued.
- The request form must be emailed to Ingram Micro within the sixty (60) day window.
- Ingram Micro has two (2) business days to process your request. Please note, in the event this two (2) business day period causes the license to fall outside of the sixty (60) day return policy, all normal policies are applied. The return will be processed with the 15% restock fee. If this is a potential issue, we recommend that the request be sent prior to the 58th day. Also, please note that if the request is sent with incorrect information or insufficient documentation, the request cannot be processed. If you email your request between the 58th and 60th day, it is recommended that you call us to inform us. Requests are processed in the order they are received. Please allow 48 hours for a response.



Microsoft Open License Return Form

Returns pertain to one complete invoice. **NO PARTIAL RETURNS ARE ACCEPTED.** Customers have sixty (60) days from the invoice date the license was issued.

Ingram Micro has two (2) business days to process your request. We recommend it be sent, no later than, two (2) days prior to the end of the policy period. Also, please note that if the request is sent with incorrect information the request cannot be processed. It is recommended that you call us to inform, if you are near the policy deadline. (Example: at the 59th day of a 60th day policy). Requests are processed in the order they are received. Please allow 48 business hours for a response.

*** Please see Page 1 of this document for the complete details on the return policy. ***

ALL INFORMATION MUST BE COMPLETED:

Request Date:	<input type="text"/>
Ingram Micro Account #:	<input type="text"/>
Reseller Account Name:	<input type="text"/>
Reseller Contact Name:	<input type="text"/>
Reseller Contact Phone:	<input type="text"/>
Reseller Email address:	<input type="text"/>
Reseller Fax #:	<input type="text"/>
Authorization Number:	<input type="text"/>
Agreement Number:	<input type="text"/>
Ingram Micro Invoice #:	<input type="text"/>
End-User Name:	<input type="text"/>
Reason for Return:	<input type="text"/>

Ingram Micro Contacts: License Returns/Customer Service Department.

Telephone Number: 800-456-8000 x76163

Email: Microsoft-licensing@ingrammicro.com