



**Novell**

1-800-456-8000 x66936

[Novell-Licensing@Ingrammicro.com](mailto:Novell-Licensing@Ingrammicro.com)

Desk hours - 8:30-8:00 Eastern

[www.Novell.com](http://www.Novell.com)

## **Novell RMA Overview**

Novell will only accept returns under the VLA program with a valid business case.

The request must come within 45 days of purchase, and you must return an entire line item; no partial returns per line are accepted. ex. If you are order 100 GroupWise licenses and you only need 75, you have to return all 100 and then reorder the 75 you need. Turn-around time is approximately 3 weeks..

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.

## **ABC Software – Ingram Micro Letter of Destruction (LOD)**

Reseller (Company Name):

Located at:

Is returning ABC SOFTWARE Licensed Software purchased on Ingram Micro Order# :

And on behalf of End User (Licensee):

For the effective Termination Date of:

### **Terms and Conditions:**

All rights to the ABC SOFTWARE Licensed Software, and any accompanying documentation, have been terminated as of the Termination Date above.

Within thirty (30) days of the Termination Date, Reseller certifies to:

1. Delete all copies of the ABC SOFTWARE Licensed Software from the End User's (Licensee) computer(s) and/or system(s);
2. Not retain, sell, give away, or use any copies of the ABC SOFTWARE Licensed Software;
3. Destroy all documentation, containing key codes for the ABC SOFTWARE Licensed Software;
4. ABC SOFTWARE reserves the right to audit Licensee's computer(s) and/or system(s), within a three year period from Termination Date. Such audit shall be conducted by ABC SOFTWARE or by its authorized representative(s), and shall not interfere unreasonably with Licensee's business activities. If such audit shows that Licensee has retained copies of ABC SOFTWARE Licensed Software, Reseller shall automatically bill Licensee for all amounts owing and hereby grants ABC SOFTWARE the right, solely at CA's discretion, to remove the Licensed Software from Licensee's computer(s) and/or system(s). ABC SOFTWARE shall use the information obtained from any such audit solely to determine Licensee's compliance or non-compliance and to remedy any non-compliance. If it is determined that Licensee is in non-compliance, Reseller agrees to bill Licensee, at CA's discretion, for the reasonable expenses of the audit.

Reseller Signature:

Printed Name:

Title:

Phone and/or Email: