



**Novell.**

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Desk hours - 8:30-8:00 Eastern

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## **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.