



The Security Division of EMC
1-800-456-8000 x76058

RSA-Licensing@Ingrammicro.com

Desk hours - 8:30-8:00 Eastern

Market Development: Tony Zoratti

1-800-456-8000 x67643

www.rsasecurity.com

Vendor Program Overview

RSA will take RMA requests on a case by case basis. If your return is approved, please allow 6-8 weeks for RMA Auth#. All returns will have a 15% re-stock fee applied.

When sending RMA requests please send your requests to

RSA-licensing@ingrammicro.com

Attention: Terri Sorce

That email request needs the following information.

1. Reseller Address
2. End User Address
3. Qty, product that needs to be returned.
4. Reason for Return
5. Related PO number from reseller to Ingram.
6. Qty, part number of replacement order.