

Red Hat Return Policy

Red Hat has a strict no return policy. Please see below for additional details.

Return Policy and Purchase Information (have posted only the information that refers to purchases made through Distribution)

Please Note the full policy is available at:

<https://www.redhat.com/apps/store/return.html>

2. Return policy for purchases not made directly through Red Hat
Red Hat cannot accept returns on any products that were not purchased directly from Red Hat - this includes but is not limited to, OEMs, distributors, and resellers. **Red Hat adheres to a no RMA policy.**

3. Policy for upgrading/downgrading subscriptions

Upgrading a subscription is allowed. For example, the customer would like to upgrade from an Red Hat Enterprise Linux Advanced Platform Standard subscription to an Red Hat Enterprise Linux Advanced Platform Premium or from Red Hat Enterprise Linux (1-2 socket) Basic to Red Hat Enterprise Linux (1-2 socket) Standard. For details, please contact your sales representative or send an email to

sales@redhat.com. **For orders purchased through Ingram Micro please contact redhat-licensing@ingrammicro.com**

Downgrading a subscription is not allowed (for example Red Hat Enterprise Linux Advanced Platform Premium to Red Hat Enterprise Linux Advanced Platform Standard).

ii) Subscription start dates: Subscription start dates are governed by the original purchase date if not specified otherwise in contractual terms. Subscriptions purchased on-line will be activated immediately. Subscription start dates can only be adjusted in the case of a Red Hat error. Unfortunately, Red Hat cannot adjust subscription start dates because a customer's deployment of hardware or software occurs after the subscription start date. Please contact redhat-licensing@ingrammicro.com for any questions on subscription start dates or account transfers.

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