



Desk hours - 8:30-8:00 Eastern

1-800-456-8000 x76430

Acronis-Licensing@Ingrammicro.com

www.retrospect.com

Retrospect Return Policy

Retrospect New Electronic license return policy:

1. Orders requested for RMA must be made within 45 days of invoice
2. Partial returns are NOT allowed
3. Letter of Non-Use must be signed by End User to be included with RMA request

To request a return, please contact us via email with the following information:

Your PO #

Date of original PO

Ingram Order number

End User Name

End User Email address

Total dollar amount to be refunded

Reason for Refund

SKU (s) of product to be returned

Quantity

Reason for Return

Refund requests should be sent to partnerorders@retrospect.com