



Phone: 1-800-456-8000 x67181

Opt. 3 (quotes, general info)

[Symantec-Licensing@IngramMicro.com](mailto:Symantec-Licensing@IngramMicro.com)

Desk hours - 8:30am-8:00pm Eastern

## Symantec Software Returns

Returns involving order errors (incorrect quantity ordered, wrong product shipped, incorrect part number, wrong platform ordered, etc.) will be considered if request is submitted within Symantec's return policy.

Net Deficit is the difference between the order being returned and the replacement.

Requests less than \$5,000 net deficit will be processed at Distribution without needing exception approval from Symantec.

Requests submitted over \$5,000 net deficit will need exception approval from the appropriate Symantec Rep. If a reseller needs eSTA preapproval they can email [cis@symantec.com](mailto:cis@symantec.com) to pursue.

Partial line returns are not permitted, the full line qty needs to be returned.

To request a return, please [contact symantec-licsRMA2@ingrammicro.com](mailto:symantec-licsRMA2@ingrammicro.com) with the completed [RAR form \[Download Link\]](#) (Excel format)

The general turnaround time for an RMA request is 3-5 business days