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Desk hours - 8:30-8:00 Eastern  
Market Development –  
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### **Return Request Procedure**

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 45 days of invoice date.

- Requests within 45 days and less than \$5,000 net deficit will be processed without needing exception approval from Symantec.
- Requests submitted outside of 45 days and/or over \$5,000 net deficit will need exception approval from the appropriate Symantec Rep.
- Requests submitted outside of 45 days without a reorder will be denied.

If your RMA request requires Symantec Rep approval, please fill out the RMA Request Application and send it to [channelsupport@symantec.com](mailto:channelsupport@symantec.com). The information will be forwarded to the appropriate Symantec Rep for consideration. If the RMA is approved, you will be asked to follow up with Ingram Micro and you will be provided an eSTA Number to reference.

To request a return, please contact [symantec-licsRMA@ingrammicro.com](mailto:symantec-licsRMA@ingrammicro.com) 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

[For the Return Authorization Request form, click here.](#)

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