



1-800-456-8000 x76151
TotalDefense-Licensing@Ingrammicro.com
Desk hours - 8:30-8:00 Eastern
www.totaldefense.com

TOTAL DEFENSE, INC. ("TDI") **INDIRECT LICENSING (OLP) PROGRAM**

RETURN MERCHANDISE AUTHORIZATION PROCESS

The following options are available for return of Total Defense Products purchased within our Indirect Licensing (OLP) Program only. No partial returns will be accepted.

Within 60 days of Certificate Date*, a RMA must be requested by Distributor in order to return the order, no questions asked. End users/Resellers may initiate the return in the event the product was purchased online.

Beyond 60 days of Certificate Date*, returns will not be accepted by Total Defense, unless there is a documented technical support history that shows the product cannot adequately function in the customer's environment. Returns will not be accepted by Total Defense after the first years renewal has taken place.

* Sales Team should be notified based on the following return criteria

Volume: RMA greater or equal to 10K

Value: RMA greater or equal to 50K

RETURN PROCEDURE:

Distributor must direct all Return Requests to Total Defense Customer Care within the time periods outlined in the Policy.

Please refer to the steps below in order to expedite your return.

1. Submit the [RMA OLP Web Form](#) including a detailed reason for return.

2. Once approved, Total Defense will supply the Distributor with an RMA number. (RMA number is valid for 30 days from date of issuance.)
3. Upon receipt of RMA number, Distributor can either:
 - Ship the original certificate to Total Defense Customer Care directly, referencing the RMA number issued. Regional addresses listed **below**.
 - OR
 - Destroy the product and submit via email or fax a signed Letter of Destruction ("LOD") within 30 days of the issuance of the RMA number.
4. Upon receipt of the returned order or LOD, Total Defense will issue a credit memo to the Distributor's billing contact.
5. Only authorized returns that include the RMA number will be accepted for credit.

Total Defense Contact Information for RMA Return Procedure:

Email: returnrequests@totaldefense.com

For NAM & LA:

Shipping:

TOTAL DEFENSE, Inc. - Customer Care
10210 Highland Manor Dr., Suite 300
Tampa, Florida 33610

Email:

orders@totaldefense.com

Telephone:

1-800-225-5224, Option 2, then Option 4 (08:00 a.m. to 08:00 p.m. ET)

Fax:

631-232-8419

CERTIFICATE OF DESTRUCTION

_____ (“Termination Date”)

_____ (“Licensee”)

Located at _____

Purchased the Licensed Software listed License Program Order Number _____ hereto from

_____ (“Reseller”)

Located at _____

Licensee has decided to return the Licensed Software listed on order above and all rights to the software and any accompanying documentation have been terminated as of the Termination Date above. Within thirty (30) days of the Termination Date, Licensee certifies that it will:

1. Delete all copies of the Licensed Software from Licensee’s computer(s) and/or system(s);
2. Not retain, sell, give away, or use any copies of the Licensed Software;
3. Destroy the diskettes or CD containing the Licensed Software for which Licensee is requesting a refund;
4. Destroy the original Licensed Program Certificate and any copies of the Licensed Program Certificate; and
5. For three years hereafter, Licensee grants Total Defense the right, at its expense and upon no less than three business days prior written notice, to audit Licensee’s computer(s) and/or system(s). Such audit shall be conducted by Total Defense or by its authorized representative(s), and shall not interfere unreasonably with Licensee’s business activities. If such audit shows that Licensee has retained copies of the Licensed Software, Licensee shall immediately pay all amounts owing and hereby grants Total Defense the right, solely at Total Defense’s discretion, to remove the Licensed Software from Licensee’s computer(s) and/or system(s). Total Defense shall use the information obtained from any such audit solely to determine Licensee’s compliance or non-compliance and to remedy any non-compliance. If it is determined that Licensee is in non-compliance, Licensee agrees to pay for the reasonable expenses of the audit.

Licensee Signature: _____

Printed Name: _____

Title: _____

Phone Number: _____

Email Address: _____

RMA # _____

