



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

Total Defense Return Policy

The following options are available for return of Total Defense Licenses purchased within the Indirect Licensing (OLP) Program only. <u>No partial returns will be accepted.</u>

Within 60 days of License Certificate Date* - RMA must be requested and certificate of destruction completed in order to return Open Licenses. Beyond 60 days of Certificate Date*- returns will not be accepted by CA. No exceptions.

* Certificate Date is the date of issuance and can be found on the upper right portion of the License Certificate.

Total Defense requires a completed Certificate of Destruction for all returns (on next page).

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

- Your Ingram account number
- Your purchase order number
- Ingram Micro order number
- The reason for return

Please contact our licensing desk with any questions.

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: ______

Title: _____

Phone Number: _____

Email Address:

RMA # _____ CERTIFICATE OF DESTRUCTION ATTACHMENT A



License Program Certificate Number	TDI SKU	TDI Licensed Software	Quantity