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Desk hours - 8:30-8:00 Eastern

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## **Total Defense Return Policy**

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

**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.

