



Securing Your Web World

**Licensing Desk:**

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**Desk hours - 8:30-8:00 Eastern**

**Market Development:**

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### **Vendor Return Policy Overview**

Trend Micro allows returns that are requested within 30 days from the date of purchase. If a return is requested within 90 days, a replacement order is required. No returns are accepted after 90 days.

\*Trend Micro is able to reject a return due to size of order at any time.\*

A Letter of Destruction is not needed to complete a return.

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

Your Ingram Micro Account Number

Your PO #

Ingram Micro Order Number

SKU of product to be returned

Quantity (please note—the entire quantity must be requested for return-no partials)

Reason for Return

Please contact our licensing desk with any questions.