



www.vmware.com

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VMware New Electronic license and support returns policy:

1. Orders requested for RMA must be made within 45 days of invoice
2. Partial returns are NOT allowed
3. Returns will be considered only for the following reasons:
 - a. Internal VMware quoting error
 - b. Internal VMware order management error
 - c. Error made on purchase order
4. RMA's **must** be accompanied by a new order of equal or greater value
 - a. Only orders with an equal or greater replacement value for the same end-user will be accepted, unless the reason for the RMA is an error made on purchase order.
 - b. The end-user on the replacement order must match the end-user on the original order.
5. The replacement PO number must be presented to VMware at time of request for RMA.
6. VMware requires the end-user sign a Software Destruction Agreement (SDA) document, which **MUST** be returned within 10 calendar days from date of issue by VMware for your RMA to be approved.

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

- Your Ingram Account Number
- Your PO Number
- Ingram Order Number
- SKU(s) of product to be returned
- Quantity (please note – the entire quantity must be returned – no partials are accepted)
- Reason for Return
- Replacement PO Number

Please contact the appropriate licensing desk with any questions.