



Eastern Desk hours- 8:30-8:00

1-800-456-8000 x76488

[VMware-Licensing@ingrammicro.com](mailto:VMware-Licensing@ingrammicro.com)

**VMware New Electronic license and support returns policy:**

- A.) Orders requested for RMA must be made within 45 days of invoice
- B.) Partial returns are NOT allowed
- C.) 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
- D.) 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.
- E.) The replacement PO number must be presented to VMware at time of request for RMA.
- F.) 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 #
- Ingram Order number
- SKU (s) of product to be returned
- Quantity (please note—the entire quantity must be requested for return-no partials)
- Reason for Return
- Replacement PO number

Please contact the licensing desk with any questions.