



Desk hours - 8:30-8:00 Eastern

1-800-456-8000 x76488

Market Development Manager– Kathy Sardina

1-800-456-8000 x67253

Market Development Specialist – Ashley Antkowiak

1-800-456-8000 x67119

www.VMware.com

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 #

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.