

Sheet1

VEND_NO,C,45	VEND_NAME,C,25	CNT	VEND_PHONERA_REQ,C,5
1090	ALLOY		508-486-0900
1117,1118,1119,1896,2233	AST RESEARCH	*	800-727-1278
1054	ADAPTEC		714-474-7274
1000	AMDEK		800-800-9973
4044,4611	AMERICAN POWER COVERSION	Y	800-890-4272
1976,1977,1981,2258,2381	APPLE		800-776-2333
1077, 1913	ARTISOFT		602-670-7000
1398	AUTOMATED DESIGN	Y	800-366-2552
1338,1344,1843	CALCOMP	Y	800-225-2667
1363,2253	CANON COMPUTER SYSTEMS		800-423-2366
1226	DRESSELHAUS		909-945-5600
1589,2613	KODAK	*	800-344-0006
2000,1254	HAYES	*	404-441-1617
2061	HITACHI AMERICA		404-279-5600
2101	IBM TERMINALS		404-877-4756
1889,2374,1634,2634	IBM SYSTEMS	Y	800-426-7378
2170,1914,2172,2171	INFORMIX	Y	913-599-7100
2190	INTELLICOM	Y	818-407-3900
2123,2125,2238,1151	INTEL		800-538-3373
2115,1391,2131	IOMEGA	*	801-778-3000 Y
2119,2219,2619,2971	CONNER		800-227-6296
2350,2351,2366,2566	KENSINGTON	*	800-541-4470
2330,1975	KURTA	Y	800-445-8782
1445,2267	LEXMARK/IBM		800-624-6875
3135	LIANT/RYAN MCD.	Y	512-343-1010
2790,2971,1971	MAYNARD	Y	800-227-6296
2538-44,1665,1381,2288	MICRONET TECH.	Y	714-453-6000
2532,2546	MICROTEK LAB	*	310-297-5000
1358	MICROTEST	Y	800-526-9675
2665-66,2668	MITSUBISHI		714-236-6352
2600,2601,2602	MOUNTAIN NETWORK	*	408-439-3210 Y
2460	MSC/MOUSE SYSTEMS		415-656-1117
2710	NEC TECHNOLOGIES/MONITORS	*	800-388-8888
2735	NOVELL		408-729-6700
2810	ORANGE MICRO		714-449-2772
2860-62, 2090	PANASONIC		800-447-4700
2857,1865,1349,2281	QUANTUM	*	800-624-5545
1354	QUARK	Y	303-894-8899
1467,2086	SAMSUNG		408-434-5696
1697,3186	SAYETT	Y	800-533-6803
1277,1278	SEAGATE	*	800-468-DISC
3296	SEIKO		408-922-5800
3265,1993,3267,3266	STORAGE DIMENSIONS		408-879-0300
1153,2794	3 COM	*	800-876-3266
3705	3 M		800-328-9438
1108,1866,2777	TEXAS INSTRUMENTS	Y*	800-848-3927 Y
3743	TOSHIBA	Y	714-555-0407 Y
3886	VENTEL	Y	800-538-5121

Sheet1

3914	XEROX IMAGING	Y	800-248-6550	
2700	NEC TECHNOLOGIES/PRINTERS	*	800-388-8888	
2154,1164	CORE INTERNATIONAL	Y	407-997-6033	
1745	EMERALD SYSTEMS	Y	800-366-4349	
2187	ENVISO	Y	612-628-6288	
2019	EVOLUTION COMP.		602-967-8633	
2278	FARGO ELECTRONICS	Y	612-941-9470	
2657	FUJITSU DISK DRIVES		800-626-4686	
2528	MASS MICRO	Y	800-422-7979	
2672	MAXTOR CORP.		800-262-9867	
2736	NOVELL		408-729-6700	
3052	QUME	Y	800-458-4549	
9217,3239,2167	SANTA CRUZ		408-425-4725	
3327	SHIVA CORP	Y	800-537-4482	
2295	TOSHIBA	Y	800-999-4273	PRINTERS
1695	TRUEVISION	Y	408-562-4200	
2314	GCC TECHNOLOGIES	Y	617-275-1795	
1614,3696	HEWLETT PACKARD	Y	800-633-3600	
2788	MICROSOFT OEM		800-643-2367	
2611	NEXT COMPUTER	Y	800-848-6398	
2622	NEWPORT SYSTEMS	Y	714-752-1511	
2919	PINNACLE MICRO	*Y	714-727-3300	
2832	P.L.I.		800-288-8754	
3531	VALUESTAR	Y	408-945-1200	
2053	WANGTEK		805-583-5255	
1655	CHEYENNE		516-629-4470	Y-60 DAYS
2979,3974	COMPAQ	Y	800-231-9977	
1311	COMPUTONE	Y	404-475-2725	
1978,1916	GENICOM		800-258-1952	
2285	MICROPOLIS		714-476-0411	
1952	MOTOROLA/UDS	Y	800-221-4380	
2016	MUSTEK		714-798-3831	
2828	OLICOM	Y	206-828-3502	
3166	UMAX		510-651-8883	
3740	TOSHIBA DISK	Y	800-999-4273	
2184	TOSHIBA AMERICA	Y	800-253-5429	
1686	APPLIED ENGINEERING		214-241-0055	
2311	FWB INC		415-474-8055	
1595	DIGI INTERNATIONAL	Y	612-943-0577	
2417	CALCOMP PLOTTERS	Y	800-541-7877	
1252	MADGE NETWORKS	Y	800-876-2343	
3018	MICROSOFT MOLP	Y	800-759-3003	
3529	MEDIA VISION	Y		
3458	AFGA	Y	800-879-2432	
3249	LOTUS PASSPORT	Y	800-828-6693	
3775	TELEBIT	Y	800-835-3248	
2712	NEC TECHNOLOGIES/OPTICAL	*	800-388-8888	
2705	NEC TECHNOLOGIES/CPU'S	*	800-388-8888	
3569	NEC TECHNOLOGIES/LAPTOPS	*	800-388-8888	

Sheet1

1474	RADIUS	*	408-541-5700
2782	TEAC	*	213-726-0303
4344	DIGITAL PCS	Y	800-354-9000
3861	EXABYTE		303-417-7048
2079	GAMETEK	Y	305-935-3995
3118	IBM OPTIONS	Y	800-426-7299
3787	NANAO	Y	800-536-2235
1828	NETWORTH	Y	800-441-2642 Y
4915	PACKARD BELL CONSUMER	Y	
2469	PARADISE	Y	800-832-4778
3542	PLAINTREE	Y	800-831-1095
3159	SIGMA DESIGNS	Y	510-770-2997
4367	WYSE / AMDEK		800-800-9973

Sheet1

INV_REQ,C,RCPT_REQ,PRISER_I	ADDL_REQ,C,35			
Y-30 DAYS	Y-30 DAYS			30 DAY RETURN ON DEFECTIVE.
		Y		REFER DIRECT FOR SOFTWARE ONLY.
Y-1 YEAR		Y		
Y-7 DAY		Y		DOA ONLY
				REFER DIRECT FOR MATRIX UPS.
Y-30 DAYS	Y-30 DAYS	Y	YPH	30 DAY RETURN ON DOA THEN WARRANTY
		Y		30 DAY MONEY BACK GUARANTEE.
				NO STOCK BALANCING - SEVERAL SKUS
		Y		LASERS MUST HAVE TONER CARTRIDGE
Y-60 DAYS	Y-60 DAYS	Y		60 DAY RETURN ON DEFECTIVE OR DOA.
				DOA ONLY (NO POWER)
Y-30 DAYS	Y-30 DAYS	Y		*REFER DIRECT FOR SOFTWARE
Y-30 DAYS		Y		
Y-90 DAYS		Y	YPH	MUST HAVE RECEIPT
			YPH	SATISFACTION GUARANTEED FOR 30 DAYS
				VENDOR RA REQUIRED.
				PRODUCT MUST BE COMPLETE.
Y-30 DAYS	Y-20 DAYS	Y	YPH	MUST INCLUDE END-USER RECEIPT.
Y-30 DAYS	Y-30 DAYS	Y		MUST INCLUDE END-USER RECEIPT, IM
				REFER DIRECT. SEVERAL SKU'S.
	Y-30 DAYS		YPH	EXCEPTION: DOA ONLY (NO POWER).
				30 DAY STOCK BALANCE RETURNS
Y-30 DAYS		Y		
Y-30 DAYS	Y-30 DAYS	Y		*LASER ARE REFER DIRECT.
Y-30 DAYS	Y-30 DAYS	Y		DOA 30 DAYS TO IM, THEN VENDOR
Y-30 DAYS		Y	Y	SERIAL # MUST MATCH ON UNIT & RMA
Y-30 DAYS	Y-30 DAYS	Y		MUST HAVE PROBLEM DESCRIPTION AND
Y-30 DAYS	Y-30 DAYS	Y		MUST HAVE RECEIPT. ACCESSORIES ARE
Y-90 DAYS	Y-90 DAYS	Y		OPEN BOXES OK. SEALS MUST BE INTACT
Y-90 DAYS	Y-90 DAYS	Y		MUST HAVE RECEIPT
Y-30 DAYS	Y-30 DAYS	Y		MUST HAVE ORIGINAL PACKING DOA ONLY
Y-30 DAYS	Y-30 DAYS			AFTER 30 DAYS MUST RETURN DIRECT
				STOCK BALANCE 30 DAYS.
Y-45 DAYS	Y-45 DAYS			INCLUDE 45 DAY IM OR END-USER
Y-30 DAYS			YPH	REPAIR ONLY AFTER FIRST 30 DAYS.
	Y-30 DAYS			
Y-30 DAYS	Y-30 DAYS			30 DAY RETURNS.
Y-30 DAYS		Y		DOA / NEVER BEEN USED ONLY!
				CAN BREAK UP 5 & 10 PACKS
Y-15 DAYS	Y-30 DAYS			MICROLASERS AND MICROWRITERS NEED
	Y-30 DAYS	Y	Y	30 DAY STOCK BALANCE AND DEFECTIVE

Sheet1

Y-30 DAYS	Y-30 DAYS	Y	MUST HAVE RECEIPT. ACCESSORIES ARE 30 DAY STOCK BALANCE.
Y-30 DAYS	Y-30 DAYS		30 DAY RETURN ON DEFECTIVE OR NOT VENDOR RA REQUIRED ON PRINTERS.
Y-30 DAYS		YPH	30 DAY RETURN ONLY. MUST HAVE S/N
Y-90 DAYS	Y-90 DAYS	Y	30 DAY RETURN ON DEFECTIVE. OPEN BOXES OK. SEALS MUST BE INTACT
	Y-30 DAYS	Y Y	30 DAY PRECLEARANCE THRU VENDOR. INGRAM MICRO FOR 1-YEAR DOA'S FIRTS
		Y	LASERS MUST HAVE TONER CARTRIDGE
			NO STOCK BALANCE ALLOWED.
			*VENDOR RA REQUIRED. 30 DAY RETURN ONLY.
		Y	30 DAY STOCK BALANCE AND DEFECTIVE 60 DAY MONEY BACK GUARANTEE
		YPH	STOCK BALANCE REQUIRES SERIAL #.
			15 DAY TRY IY PROGRAM. 30 DAY RETURN ONLY
			ALL SOFTWARE MUST BE INCLUDED IN
			ALL SOFTWARE MUST BE INCLUDED IN
Y-30 DAYS			30 DAY RETURN ON DEFECTIVE AND 30 DAY RETURN ON DEFECTIVE THEN SEVERAL SKUS NON-RETURNABLE
			CONTACT THE INGRAM MICRO PARTNERS REFER DIRECT FOR ANY REASON.
			CONTACT INGRAM MICOR PARTNERS REP
Y-30 DAYS	Y-30 DAYS	Y	MUST HAVE RECEIPT. ACCESSORIES ARE
Y-30 DAYS	Y-30 DAYS	Y	MIST HAVE RECEIPT. ACCESSORIES ARE
Y-30 DAYS	Y-30 DAYS	Y	MUST HAVE RECEIPT. ACCESSORIES ARE

Sheet1

REFER DIRECT SEVERAL SKU'S
HARD DRIVE AND CD-ROM-30 DAY STOCK

30 DAY STOCK BALANCE AND DEFECTIVE

REFER DIRECT FOR DOA AND DEFECTIVE

VENDOR RA REQUIRED.

Y-7 DAYS

Y

REFER DIRECT SEVERAL SKUS AND DOAS

Sheet1

ADDL_REQ2,C,35

ADDL_REQ3,C,35

BRAVOS MUST HAVE ALL PIECES

RETURNED.

REPAIR. PROVIDE DV NUMBER.

RETURNED BUT NOT INSTALLED.
NO INCOMPLETE ITEMS ACCEPTABLE.
NO MISSING PRODUCT

SOFTWARE MUST ALSO BE RETURNED.

WITH PAPERWORK. OTHERS TO WARRANTY

UNITS WITH BURNT OR BROKEN PINS
NEED PRECLEARANCE BY INGRAM MICRO
RECEIPT AND SERIAL NUMBER.

ARE NON-RETURNABLE.

IM 30 DAY RETURN ONLY.

OTHERS ARE WARRANTY SERVICE.

CAN TAKE OTHERS WITHIN 30 DAYS.

MUST RETURN SOFTWARE.

DIRECT.

*INGRAM MICRO PRECLEARANCE
RECEIPT.

RETURNABLE TO IM FOR 1 YR. LASER

PRINTERS VEND. DIRECT. PRINTERS &

WITHIN 30 DAYS.

30 DAY STOCK BALANCE RETURNS.

RECEIPT.

MUST HAVE DRIVE BOX. CONTROLLERS

HAVE 1YR RETURN. 30 STOCK BALANCE.

30 DAY ONLY. AFTER 30 DAYS, REFER

TO REPAIR. NO SOFTWARE WHEN SOLD

PRECLEARANCE THRU VENDOR. 30 DAY
RETURNS. AFTER 30 DAYS CONTACT

DEFECTIVE RETURN ON NOTEBOOKS TO IM
VENDOR DIRECTLY.

RETURNABLE TO IM FOR 1 YR. LASER

PRINTERS VEND. DIRECT. PRINTERS &

SATISFIED.

VERIFIED.

AFTER 30 DAYS REPAIR ONLY.
30 DAYS ONLY TO INGRAM MICRO.

RETURNED BUT NOT INSTALLED.

DEFECTIVE RETURNS THROUGH VENDOR CONTACT.

RETURN.

SCANNER RETURNS.

SCANNER RETURNS.

STOCK BALANCE.
REFER TO VENDOR.

REP REGARDING RETURN POLICIES FOR

ALL SOFTWARE LICENSES PURCHASED

REGARDING RETURNS POLICIES FOR ALL

SOFTWARE LICENSES PURCHASED THROUGH

RETURNABLE TO INGRAM MICRO FOR 1 YR
RETURNABLE TO IM FOR 1 YEAR. ALL
RETURNABLE TO IM FOR 1 YEAR. ALL

ALL LASER PRINTERS VENDOR DIRECT.
LASER PRINTERS VENDOR DIRECT.
LASER PRINTERS-VENDOR DIRECT.

Sheet1

BALANCE AND DEFECTIVE RETURNS.
RETURNS. AFTER 30 DAYS CONTACT
RETURNS.

FLOPPY DRIVES 120 DAY STOCK BALANCE
VENDOR DIRECT.

ADDL_REQ4,C,35

MONITORS AFTER 30 DAYS VEND. DIRECT

ALONE.

CHARGE FOR TONER IN PRINTER.

MONITORS AFTER 30 DAYS VEND. DIRECT

THROUGH THE INGRAM MICRO PARTNERS.

THE INGRAM MICRO PARTNERS DESK.

PRINTERS & MONITORS AFTER 30 DAYS
PRINTERS AND MONITORS AFTER 30 DAYS
PRINTERS AND MONITORS AFTER 30 DAYS

, 90 DAY DEFECTIVE RETURN.

NOTE1,C,60

CONTACT VENDOR FOR MISSING PRODUCT AND DEFECTIVE SOFTWARE.

DOA PRODUCT MAY BE RETURNED 30 DAYS FROM DATE OF IM SALES

INVOICE REQUIRED 15 DAYS FOR LASERS.

END USER HAS 1 YEAR WARRANTY.

ARE VENDOR DIRECT.
ARE VENDOR DIRECT.
ARE VENDOR DIRECT.

AFTER THESE TIME LIMITS CONTACT

NOTE2,C,60

WARRANTY FROM DATE OF DEALER PURCHASE: PREMIUM CPU'S,

FOR CREDIT OR REPLACEMENT.

VENDOR DIRECT.

NOTE3,C,60

1 YR.; PC BOARDS, 2 YRS.; ALL OTHER PRODUCT, 90 DAYS.