

Polycom, Inc.  
4750 Willow Road  
Pleasanton, CA 94588



TEL 925.924.6000  
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### **Procedure for Obtaining Supplier Warranty Support Service**

The following procedures must be followed to return a product for repair or replacement. NO PRODUCTS WILL BE ACCEPTED WITHOUT A RETURN MATERIAL AUTHORIZATION (RMA) NUMBER, WHICH SHOULD BE CLEARLY MARKED ON THE OUTSIDE OF THE PACKAGE ALONG WITH SENDER'S NAME. RMA numbers may be obtained by calling the Supplier's Technical Service Department during Supplier's normal business hours. Supplier will provide an RMA within two (2) business days of receiving such a bona fide request.

The following information must also be included inside the box with the product being returned:

- |                              |  |
|------------------------------|--|
| a. RMA Number                | e. Customer Address                              |
| b. Customer Name             | f. Model Name                                    |
| c. Customer Telephone Number | g. Serial Number & Revision of Original Product* |
| d. Ship to Address           |  |

*\*Please note: The serial number of the returned unit must match the serial number of the RMA.*

Any product received without this information may be returned to Company at Company's expense. In the event that products are returned without the proper RMA physically designated on the packaging materials and or documentation, Supplier will attempt to contact Company. If the appropriate RMA number is not provided within two business days, Supplier, at its sole option, shall return the materials to Company, or destroy the materials.

The defective product should be sent prepaid and packaged appropriately for safe shipment and it is recommended that it be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Supplier until Supplier receives the returned item.

A replacement unit will be returned to Company, at Supplier's expense, not later than thirty (30) days from Supplier's receipt of the defective product. Supplier will retain risk of loss or damage until the item is delivered to Company. In the event that Company requests an advance replacement unit before the defective unit has been received, Company will be invoiced a service charge as stated per the current published prices.

Supplier must receive the defective products within five (5) business days in the United States or ten (10) business days outside of the United States from shipment of the advanced replacement shipment. If not received in this timeframe, the Supplier will then issue an invoice to Company for purchase of the replacement unit. Furthermore, the RMA will be closed, and the original unit will remain the property of Company and will not be accepted if it is subsequently returned to Polycom.

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Requests for advanced replacements will ship within forty-eight (48) hours from the date of the RMA. Advance replacement RMA's are subject to a service charge as stated per the current published prices on Supplier's Resource Center web site at: <http://portal.polycom.com>. The published list is located at Support > RMA > Parts Repair, Out of Warranty & Emergency Exchange/Spare Components for your region or contact the local Supplier Support Center.

UPON RECEIPT OF DEFECTIVE PRODUCTS, SUPPLIER WILL AUDIT THE PRODUCT TO ENSURE ALL COMPONENTS LISTED ON THE RMA ARE INCLUDED IN THE RETURN. Defective Return Guidelines by product/situation type are as follows:

- **Phones** – Although not specified on the RMA, all standard accessories must be returned with the unit
- **Video** (HDX, VSX, Viewstation) – Return only the defective part (e.g. if base unit, then no PSU or other accessories should be returned unless specified on the RMA. No cameras unless integral to the unit)
- **NSD / Infrastructure** – No accessories should be returned unless specified on the RMA (this includes dongles, where appropriate)
- **New Install DOAs** – Return exactly what was received on the advance replacement RMA shipment

IN THE EVENT THAT PRODUCTS ARE RETURNED WITH MISSING COMPONENTS, POLYCOM WILL ATTEMPT TO CONTACT COMPANY. SUPPLIER MUST RECEIVE THE MISSING COMPONENTS WITHIN FIVE (5) DAYS WITHIN THE UNITED STATES OR TEN (10) DAYS OUTSIDE OF THE UNITED STATES OF INITIAL CONTACT BY SUPPLIER TO COMPANY. ON THE 6TH WORKING DAY, POLYCOM WILL ISSUE AN INVOICE TO CUSTOMER.

CUSTOMER IS RESPONSIBLE FOR VERIFYING WARRANTY STATUS BY USING POLYCOM RESOURCE CENTER WEB SITE (or, by contacting the local Supplier Support Center):

<https://portal.polycom.com> > SUPPORT > RMA  
SERIAL NUMBER IS REQUIRED TO VERIFY WARRANTY STATUS