

## Polycom® Defective on Arrival Policy

A product is considered Defective On Arrival (DOA) only if it fails to function at the time of installation.

For any DOA Unit, proof of the failure at installation is required through the use of the DOA Certification Form (see attached.):

- If installed by a Polycom Reseller, the Form is authorized by the Polycom Reseller by indicating Name, Title and Organization
- If installed by a Polycom Engineer or a customer self-installed the form must be authorized by a customer representative by indicating Name, Title and Organization

A DOA unit will be replaced by advance replacement of a new unit at no additional charge, however the RMA will not be submitted until the DOA Certification Form is received with all information completed.

- Polycom requires complete failure information on Form to assist with quality inspection and review of DOA failure

### DOA Process

- Polycom Service Support (call centers & RMA representatives) creates and processes an RMA (Return Material Authorization) without submission of order.
- A blank DOA Certification Form will be sent to customer via e-mail or FAX or can be accessed within Support.Polycom.com
- All fields must be completed and the form returned back to Polycom to the URL address provided with the form or web portal or [doacertificate@polycom.com](mailto:doacertificate@polycom.com).
- The DOA Certification Form is attached to the RMA and the RMA is then submitted.
- The replacement unit is shipped the same day that a completed DOA Certificate Form is received by the Polycom Logistics dept.
- RMA package contains Polycom ship to Polycom address for return of failed unit.
- A copy of the DOA certificate should also be included with your shipment of the faulty product to Polycom.
- The DOA defective unit must be received by Polycom within 5 business days or customer will be charged at MSRP for the unit.



**DEFECTIVE ON ARRIVAL CERTIFICATION**

RMA NUMBER: \_\_\_\_\_ DATE ISSUED: \_\_\_\_\_

**RESELLER/CUSTOMER INFORMATION**

Name:
Address:
Contact Name
Contact Phone Number:
Contact Email:

**PRODUCT INFORMATION**

Description:
Polycom Part Number:
Serial Number:

**CUSTOMER SHIP TO INFORMATION:**

Customer Name:	Phone Number:
Address:	
Date Purchased (if available):	
Date Received:	
Date of Install/Failure:	
<b>Describe Failure:</b>	

**The above described product has been found to be defective and is being returned to Polycom under the above RMA Number. I do hereby certify that the product specified above failed to function at the time of installation and was never used for its intended purpose.**

\_\_\_\_\_  
Print Name/Title/Organization \_\_\_\_\_  
Date

**\*All fields are required, unless otherwise noted.**

Please email this form to [doacertificate@polycom.com](mailto:doacertificate@polycom.com). A copy of this form should also be included with your shipment of faulty product to Polycom. For the complete Polycom RMA policy, please visit us online at [http://support.polycom.com/PolycomService/html/rma/forms/doa\\_policy.pdf](http://support.polycom.com/PolycomService/html/rma/forms/doa_policy.pdf)

