



JUNE 2022

GLOBAL RETURN MATERIALS AUTHORIZATION (RMA) PROCEDURE GUIDE





Poly places the customer at the center of everything we do. Our Support Portal home page is your entry point for accessing a broad spectrum of support information, self-help tools, and different types of support resources. The following Support Portal guide and videos provide a high-level overview and a more detailed view of all the information that you need to access the support that you need.

- [Support Portal Quick Reference Guide](#)
- [Support Portal Orientation Video \(4 min\)](#)
- [Support Portal Walk-Through \(33 min\)](#)
- [Product Replacement/RMA Process for Personal Users \(5 min\)](#)

The Global Return Material Authorization (RMA) Procedure Guide is designed to help you understand and familiarize yourself and your teams with the Poly Global Return Materials Authorization (RMA) Process. The Guide covers the Return of Defectives Process for video and voice products and headset and personal video devices.

PROCEDURES

HOW TO LOG A SERVICE REQUEST/CASE

When you contact your Poly support center please have the serial number of the product available.

1. Log a [Support Request](#) via the web:
 - Log in to the [Poly Support Portal](#) and navigate to the “Recent Cases” area.
 - Check your contact details and asset location details are current.
 - Clearly describe the issue and the product which is affected – including serial number, the fault being experienced and the steps you have taken to investigate the issue.
2. For Poly video products, where appropriate, please make sure to include:
 - Any logs, traces, network diagrams and sniffer traces.
 - If submitting a sniffer trace, please be clear as to the exact fault scenario that is captured in the trace. Please identify the time and date that the incident occurred which needs investigating.

LOG A SUPPORT REQUEST BY TELEPHONE

For critical or urgent issues, please call us even if you have initially logged the call via the web. In the latter case please quote the service reference provided when the web support request was logged. Your local support number can be found [Here](#).

1. We will require the following information when you call:
 - Serial Number
 - Detailed Problem Description
 - Logs/Screenshots/Pictures
2. For Assistance with RMA Process please contact the following:
 - EMEA: EMEAserviceslogistics@poly.com
 - NA/CALA: nalarma@poly.com
 - APAC: apacserviceslogistics@poly.com



ESCALATION POLICY

The escalation process outlines the procedure that Poly has in place to respond to the incidents that are reported to the Poly Service Help Desk with respect to providing a resolution that is prioritized according to the seriousness of the issue reported.

Issues reported to the Help Desk are logged by the Call Center team and where appropriate will be escalated to the Technical Support team for investigation and resolution.

TRIGGERS FOR ESCALATING CASES INCLUDE THE FOLLOWING:

- A parts replacement does not solve the problem.
- A software bug has been identified.
- No significant progress is being made to resolve the issue.
- Additional support is required due to the complex nature of the problem.

Once escalated, an assigned Escalation Engineer will maintain case ownership and works directly with the customer to resolve the issue. For Elite customers, the Elite Support Engineer remains fully involved once the service incident is escalated.

Support Requests that require a replacement part and/or an onsite engineering visit will be scheduled in accordance with the service entitlement attached to the asset involved.

RETURN MATERIALS AUTHORIZATION PROCESS

All partners, end users, and resellers are responsible for returning parts in the appropriate packaging to ensure delivery of parts in good condition.

Specialized service partners who have diagnosed parts as faulty, may request a replacement part through the [Poly Support Portal](#).

Should assistance be required when diagnosing a fault a call should be logged with the Technical Support Center.

Repair pricing is available on the [Poly Support Portal](#).

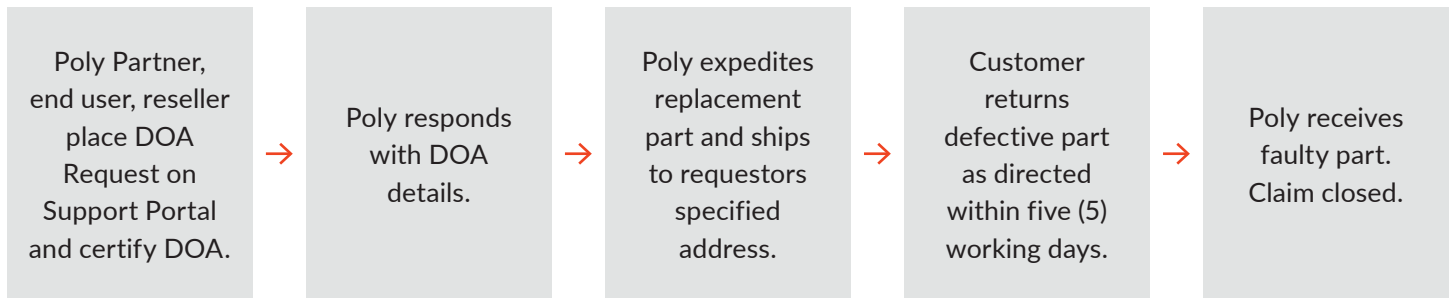
If you would like assistance with pricing please contact your Poly representative.

Poly provides advance replacement for any failed hardware component under most support service programs. If Poly's technical support representative determines that a replacement part is required to resolve a reported or diagnosed problem, the replacement part will be shipped by Poly (Monday through Friday) for advance replacement using an expedited carrier service. Poly will use best effort to process replacement part orders same day in order to meet local carrier pick-up schedules. The deadline for same-day processing is generally 1500 hours local time to Poly's regional parts depot. This table shows the advance replacement expected transit times per country, as well as shipping terms: [Parts Replacement Table](#).

SERVICE MATRIX FOR RMA PROCESS - WHAT'S INCLUDED

RMA SCHEDULE OF SERVICE		OUTBOUND: POLY TO END USER		INBOUND: END USER TO POLY	
Return Type	Service Level	Shipping	Duty and Tax	Shipping	Duty and Tax
DOA	Advance Exchange	Included	Included	Included	Included
Support Contract	Advance Exchange	Included	Not Included	Included	Included
In Warranty	Return and Replace	Included	Not Included	Not Included	Included
Out of Warranty (Chargeable)	Return and Replace	Included	Not Included	Not Included	Included
Out of Warranty (Chargeable)	Advance Exchange	Included	Not Included	Included	Included

REQUESTING A DEFECTIVE ON ARRIVAL (DOA) RMA

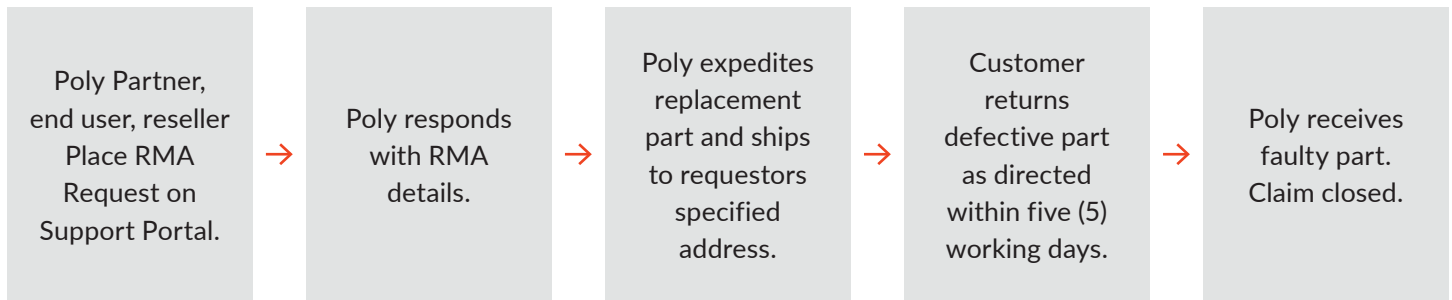


NOTES

- DOA is defined as a voice / video unit that has failed on first installation or a headset that has failed within the first days from purchase.
- Poly pays courier fees in both directions.
- Poly pay duties and taxes at the delivery port of entry.
- Customers may open an RMA request online at [RMA Request](#).
- When entitlement cannot be determined from the RMA request, Poly will contact the Customer for additional information within three (3) working hours of receipt of the request.
- On confirmation of entitlement, Poly will advance ship a brand new replacement part free of charge from the nearest Poly regional finish goods distribution hub. DOA requests that are received prior to 1300 hours local time will be shipped same day for next business day delivery subject to customer location and applicable port of entry procedures at destination.
- The requestor is sent a Return Materials Authorization number via email along with instructions on where to return the faulty parts.
- The replacement part will be accompanied by a returns pack which will include instructions for return and a pre-printed carrier waybill. The customer will need to book collection for the faulty part with Poly's carrier as per the included instructions.
- On receipt of the faulty part at the Poly warehouse, the DOA claim will be closed.

Please do not return defective product until you have received the replacement product. Except for India please do not return consumables such as microphones, cables, power supplies and remotes. All countries to return HDX remotes.

REQUESTING RMA FOR PARTS COVERED BY A SUPPORT CONTRACT



NOTES

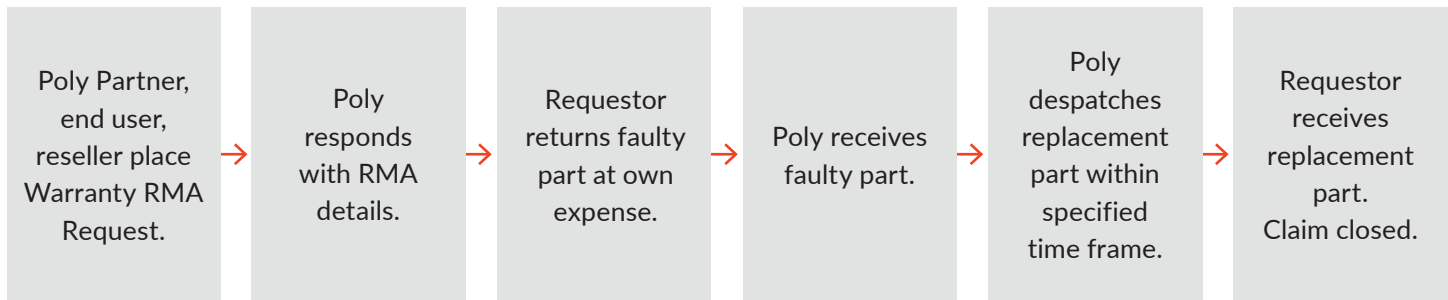
- Poly pays courier fees in both directions.
 - Poly does not pay duties and taxes at delivery port of entry.
-
- Customers may open an RMA request online at [RMA Request](#).
 - On confirmation of entitlement, Poly will advance ship free of charge a replacement part from the nearest Poly regional service parts warehouse. Requests received before 1500 hours local time will be shipped same day for next business day delivery, subject to customer location and applicable port of entry clearance procedures at destination.
 - The requestor will be sent a Return Materials Authorization number via email along with instructions on how to return the faulty part.
 - The replacement parts will be accompanied by a returns pack which will include instructions for return and a pre-printed carrier waybill. The customer will need to book a collection for the faulty part with Poly's stated carrier as per the included instructions.
 - Failure to return the faulty parts promptly may result in the Customer being charged for the RMA service.
 - On receipt of the faulty part at the Poly warehouse, the claim will be closed.

Please do not return defective product until you have received the replacement product.

Except for India please do not return consumables such as microphones, cables, power supplies and remotes.

All countries to return HDX remotes.

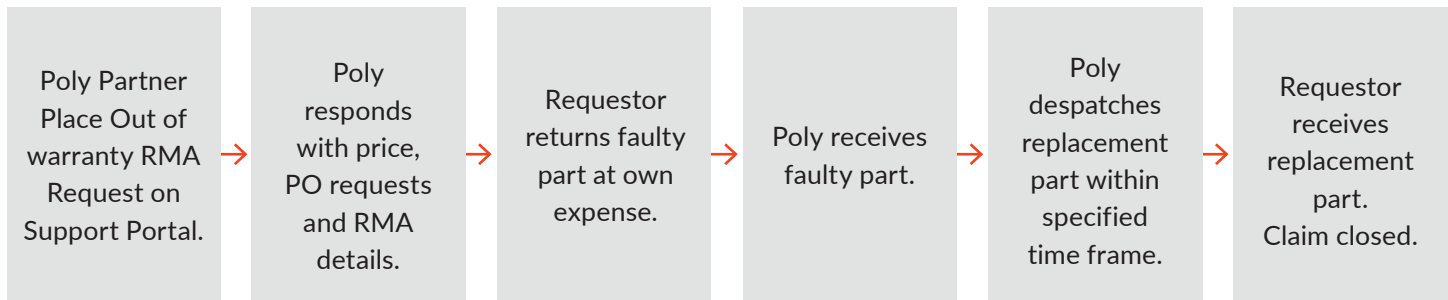
REQUESTING RMA FOR PARTS UNDER STANDARD WARRANTY



NOTES

- Poly pays courier fees only for shipping the replacement part to the Customer.
 - Faulty parts are shipped back to Poly at Customers' expense.
 - The Customer is responsible for paying duties and taxes at the delivery port of entry.
-
- System under warranty are eligible for a return to factory replacement parts service (as a condition of the warranty) at no charge to the Customer.
 - Customers may open an RMA request online at [RMA Request](#).
 - Poly will acknowledge receipt and respond within 48 hours.
 - The Customer must ship the faulty part to Poly. Returns packages must be clearly marked with the RMA number on the outside. Original packaging should be used where possible.
 - On receipt Poly will verify the return and book the received faulty part into the warehouse.
 - After 72 hours Poly will ship a replacement part (based on stock availability) to the address given on the original RMA request.
 - Following shipment of the replacement part the claim will be closed.

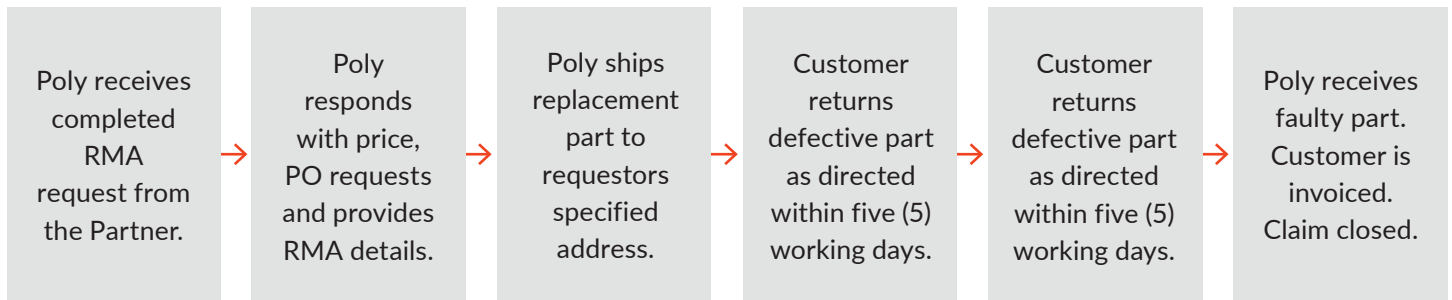
REQUESTING A RETURN AND REPLACE RMA FOR PARTS THAT ARE OUT OF WARRANTY



NOTES

- Poly pays courier fees only for shipping the replacement part to the Customer.
 - Faulty parts are shipped back to Poly at Customers' expense.
 - Customer is responsible for paying duties and taxes at the delivery port of entry.
-
- System out of warranty are eligible for a return to factory replacement parts service at a charge to the Customer.
 - Customers may open an RMA request online at [RMA Request](#).
 - Poly will acknowledge receipt within 48 hours.
 - The Customer will be required to support the service request with a PO for the quoted cost of the service.
 - On receipt of the Customer PO Poly will provide an RMA number along with instructions for return of the faulty part.
 - The Customer must ship the faulty part to Poly, clearly marking the RMA number on the outside of the packaging. Original packaging should be used where possible.
 - On receipt of the faulty part Poly will verify the return and book it into the warehouse.
 - After the specified time frame (per the service requested) Poly will ship a replacement part to the address given on the original RMA request.

REQUESTING AN ADVANCED EXCHANGE RMA FOR PARTS NO LONGER UNDER SUPPORT



NOTES

- Poly pays courier fees in both directions.
- Under certain circumstances, Customers may request to purchase an advanced exchange replacement service for a product that is no longer covered by a valid support contract. The Advanced Exchange Out of Warranty (OOW) service is not available for equipment that is beyond its service life and no longer supported.
- Customers may open an RMA request online at [RMA Request](#).
- Poly will acknowledge receipt and respond by email within 48 hours detailing the price for the service. If acceptable the customer must provide a Purchase Order to cover the cost of the service.
- On receipt of the customer purchase confirmation, Poly will advance ship a replacement part from the nearest Poly regional service parts warehouse. Requests received before 1500 hours local time will be shipped same day for next business day deliver subject to customer location and applicable port of entry clearance procedures at destination.
- The replacement parts will be accompanied by a returns pack which will included, instructions for return and a pre-printed carrier waybill. The customer will need to book a collection for the faulty part with Poly's stated carrier, as per the included.

HEADSET AND PERSONAL VIDEO DEVICE RMA

Both, the Poly Direct Warranty (PDW) Account and the Poly Support Portal can be accessed using the same user credentials. Personal users can access PDW for product registration and warranty claim purposes directly out of the Poly Support Portal using single sign on (SSO) functionality.

POLY GLOBAL DIRECT WARRANTY

Whether you're at home, in the office, on the road, or even on vacation, you need to stay connected. That's why the Poly Global Direct Warranty gets you back up and running as soon as the next business day*. You'll find all the details at [Global Direct Warranty](#).

For India please go [Here](#).

MAKING A HEADSET WARRANTY CLAIM REQUEST VIA POLY DIRECT WARRANTY (PDW)

Please go to [Warranty Service](#).

01

SIGN-IN

Sign-in to your Poly account or create an account if you do not have one.

02

REGISTER YOUR PRODUCT

Register your product if you have not already done so. Registering your product is required to facilitate the returns process.

03

REQUEST REPLACEMENT

Select the registered product you would like to have replaced, provide any needed additional documentation.

DATE CODE AND SERIAL NUMBER EXPLANATIONS

Each Poly headset unit is imprinted with a Date Code and serial number to assist in tracking warranty information. The Date Code and serial number can be found on the plastic housing on the top half of your headset or, if your unit is an over-the-head style, the Date Code and serial number is located under the foam ear cushion. For more information you can contact [Technical Support](#).

WARRANTY TERMS

Warranties for headset products last one, two, or three years (depending on the product and country you are in, starting from your original date of purchase or according to your products' Date Code. For more information you can read the worldwide limited warranty [Terms and Conditions](#).

*Based on stock availability or entitlement.