

► Frequently Asked Questions

Polycom® Global Services New Spares (RMA) Warehouse facility in EMEA



Q: What is Polycom Announcing?

A: Polycom Global Services is announcing the transition of its EMEA spares warehouse to a new location in Rotterdam.

Q: When is it effective?

A: Polycom will begin to ship replacement parts from the new warehouse from 1st August 2011. We will accept defective parts into the warehouse from 11th July 2011.

Q: What is the new address?

A: Polycom C/o DB Schenker
Nieuwesluisweg 250
3197KV
Botlek (Rotterdam)
The Netherlands

Q: Is there any change to the process to return a defective RMA?

A: There is no change to the process for returning defective parts to Polycom, the returns pack will include the new warehouse address from July 11th.

Q: What is the process to return a defective RMA?

A: For Customers who have purchased a Polycom branded services contract, you may either open a service request on line via the support.polycom portal or please contact the Customer Support Centre to open a Service request on:

English: +44 (0)1753 723020
French: +33 (0) 1 4132 1820
German: +49 (0)811 999 4222

For Customers who have purchased a partner branded service please contact your Service Provider.

For Authorised Services Partners you may open an RMA request or a services request online via the support.polycom portal or call into the Customer

Support Centre to open a service request as per above.

All others customers may contact the EMEA Customer Support Centre as per the contact details listed above.

Q: Will it cost me anymore to return a product?

A: No, there will be no increase in shipping costs where circumstances require the customer to pay shipping fees and charges. Policy and procedure is fully outlines in the Polycom Service sales guide 2011

Q: Is there any tax or Duties impact by this change?

A: No. all shipping related duties and tax charges remain in line with current policy as stated in the Polycom Service sales guide 2011

Q: What happens if I accidentally send my RMA to the wrong warehouse?

A: Polycom will staff the old address, processing returns for a limited time while our customers update their internal procedures. However we highly recommend you ship future returns to the new address to receive the most efficient response.