



Defective on Arrival Policy

Revision 2.0 March 23 2018

1.0 Definition

- DOA: defective on arrival. A product is considered DOA only if it fails to function at the time of first installation.
- DOA certificate: Polycom form PGS3.1. provided as confirmation of a DOA product.

2.0 Policy

- For any DOA Unit, proof of the failure at installation is required through the use of the DOA Certificate Form (see attached):
- If installed by a Polycom Reseller, form PGS3.1 must be authorized by the Polycom Reseller indicating Name, Title and Organization
- If installed by a Polycom Engineer or customer self-installed form PGS3.1 must be authorized by a customer representative by indicating Name, Title and Organization
- A DOA unit will be replaced with an advance replacement (brand 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 PGS3.1 to assist with quality inspection and review of DOA failure

3.0 Process

- Polycom Service Support (call centers & RMA representatives) will create an RMA (Return Material Authorization) and leave it in pending status.
- A blank DOA certificate will be sent to the customer via e-mail 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.
- The completed DOA certificate must be attached to the RMA request when the RMA submitted.
- The replacement unit is shipped on the same day that a completed DOA Certificate is received by the regional Polycom Logistics dept.
- The replacement part will be shipped along with a pre printed carrier waybill by which the end user can return the failed unit.
- A copy of the DOA certificate should be included with the return of the faulty unit back to Polycom.
- The DOA defective unit must be received by Polycom within 10 business days or customer will be charged at MSRP for the unit.

DEFECTIVE ON ARRIVAL CERTIFICATION

RESELLER/CUSTOMER INFORMATION	
Company Name:	Address
Contact Name:	Town
Phone number:	City
Email Address:	Country/ Zip code
CUSTOMER SHIP TO INFORMATION	
Company Name:	Address
Contact Name:	Town
Phone number:	City
Email Address:	Country/ Zip code
RMA Number:	Date Issued:
<p>Authorization (important) The product detailed herein has been found to be defective and is being returned to Polycom under the above RMA Number.</p> <p>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.</p>	PRODUCT INFORMATION
	Description:
	Polycom part number
	Serial number:
Print Name/Title/Organization	Date:

Please email this form to 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 http://support.polycom.com/PolycomService/html/rma/forms/doa_policy.pdf