



PROCESS DOCUMENT

Polycom® Warranty Process – Contact Guidelines

Applicable to all Polycom products

Customers should always purchase Polycom products and services from an authorized Polycom reseller (“Reseller”). If the Polycom product does not work properly, Customers should contact the Reseller where the Polycom product was purchased. Customers should not contact Polycom directly for support. The Reseller will determine the appropriate course of action, and will handle a Return Materials Authorization (RMA) if required.

To view Polycom’s warranty for products, please refer to the *Polycom Product Warranty Guide*.

You may also contact your Reseller for information about support and service agreements applicable to your Polycom product.

For information about why Customers should always purchase from Resellers please reference: <http://www.polycom.com/partners/why-authorized-partners.html>.

