

EMEA Product RMA Requirements

For Spectralink DECT products
Effective 05.10.2016



Return Merchandise Authorization (RMA) requirements for Spectralink products are listed below. Deviance from these requirements will result in slower turnaround times for processing your RMA and possible rejection of your RMA. All requirements are mandatory, unless otherwise stated.

General RMA requirements

RMA SUBMISSION

- The Spectralink RMA business model is designed to route RMAs thru the designated distributor/reseller partners. Only these partners can initiate an RMA with Spectralink. These partners must work on behalf of the end user to orchestrate the RMAs.
- Channel Partners/Customers in Europe, Middle East, Africa (EMEA) or Asia Pacific must submit RMAs using the following method:
 - Creating the RMA request on the web portal support.spectralink.com.
- Once the RMA has been created the customer will receive an email with an attached document. The document will confirm the RMA request items and provide a “ship to” address for the defective products.
- Questions regarding the web portal or existing RMAs can be submitted to emearma@spectralink.com.

PURCHASE ORDER *(for non-maintenance customer returns)*

- The PO must contain a unique PO reference number.
- The PO number must be provided on the RMA request form or entered in the web portal.

SHIPPING

- The customer is responsible for the shipping costs associated with the return of the defective product.
- Spectralink is responsible for the shipping cost associated with the replacement product.

TERMS AND CONDITIONS

- Terms & Conditions should refer to contractual agreement between Spectralink and Channel Partner/Customer.
- Spectralink will not accept Channel Partner/Customer’s Terms & Conditions on the PO.

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