

For Spectralink DECT and Wi-Fi products  
Effective 11.20.2017

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

### 1. RMA submission

- a. The Spectralink RMA business model is designed to route RMAs thru the designated distributor partners. Only these partners can initiate an RMA with Spectralink. These partners must work on behalf of the end user to orchestrate the RMAs,
- b. Channel Partners/Customers in **Europe, Middle East, Africa (EMEA) or Asia Pacific** must submit RMAs by sending the RMA request form to [emearma@spectralink.com](mailto:emearma@spectralink.com)
- c. 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 and the “IOR/Consignee” address for the defective products.

### 2. Purchase Order (for non-maintenance customer returns)

- a. The PO must contain a unique PO reference number
  - i. The PO number must be provided on the RMA request form
  - ii. A copy of the PO must be attached to the request

### 3. Shipping

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

### 4. Terms and conditions

- a. 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.