

# Returning Your Broken Polycom Phone

Sometimes things break. If your Polycom phone is under warranty and has a manufacturer defect or just stops working, it may be eligible for replacement free of charge to you.

Simply contact our customer service team to request a **return merchandise authorization (RMA)**. Our technical support team will troubleshoot your device, if they believe your phone is eligible for replacement, they will request an RMA.

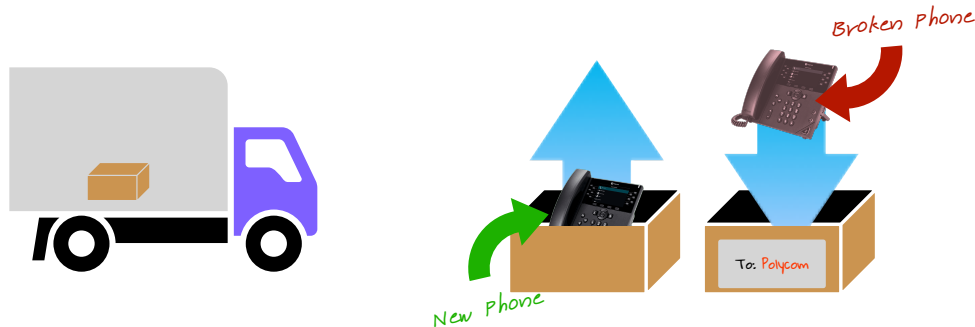
## What happens next?

If an RMA is approved, Polycom will ship you a replacement phone. If not, our customer service team will help you purchase a replacement.

Please keep in mind, RMA requests can take some time to process and we may need to communicate with the vendor on your behalf before it can be approved. We may even be required to answer additional questions or perform additional troubleshooting. Generally these requests take 2–3 business days to be completed.

## So, how do I return the broken phone?

It's pretty straight forward. If approved, Polycom will ship you a replacement device and send you an email with instructions on how to return your phone. Just swap out the broken device with the replacement and send back your old phone to Polycom.



### Step 1

When the replacement phone arrives, take it out of the box and give us a call, will help you set it up.

### Step 2

Put the defective device in the box that the replacement phone came in.

### Step 3

Follow the instructions Polycom sent you (contact us if you need us to resend them.)

Now just ship the phone to Polycom and you're all set.

**Please be sure to send the phone back within 10 days or you will be invoiced.**