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## To Receive an RMA

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Contact peachcomm by filling out the form at <https://www.peachcomm.com/legal/equipment/rma> to begin the process.

- Provide the following to a support technician: RMA type (return for credit, standard replacement, etc.), product name, serial number and MAC address (if applicable), and a reason for return of the product.
- A **PEACHCOMM** support technician will issue a ticket number and troubleshoot the problem with the customer to verify issues.
- An RMA number will be emailed to the customer for the return of the product(s) under warranty. The Customer must then provide a replacement shipping address.
- All replacements will be of like kind or better condition at the discretion of **PEACHCOMM**.

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## Returning RMA Products

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- All products are to be returned with the original manufacturer's packaging.
- All original parts and materials (cords, connectors, power supplies, CD's, books, etc.) must be included.
- The product must be packed properly in a shipping box, with the RMA number visible on the outside.
- Customer is responsible for freight back to **PEACHCOMM**.
- Product must be returned to **PEACHCOMM** within 10 business days of receiving an RMA number, or if advance replaced, within 10 days of receiving advance replacement. After this time, extensions must be requested.

**Product should be returned to:**

**PEACHCOMM INC.  
4880 Lower Roswell Rd  
Suite 165 #611  
Marietta, GA 30068  
RMA# \_\_\_\_\_**

**Product (s) returned without an RMA number will be immediately returned to the sender at their cost.**

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## Once RMA Product(s) Received

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- When the faulty product is received, credit memos will be issued and the **PEACHCOMM** lab will test to confirm the product is defective.
- If the product is bad, a replacement product will be shipped (default method is ground) and invoiced to the customer, unless product was advanced replaced.
- **If the product is found good, it will be returned (default method is ground) and re-invoiced to the customer, unless product was advanced replaced.**
- The customer will receive an order notification when the replacement is shipped, and the amount due from the replacement device will be offset by the credit memos generated when the product was received, minus any penalties for missing and/or damaged parts. (Note penalty cost/charges section.)
- **PEACHCOMM** will cover the cost of **GROUND** shipping via **PEACHCOMM**'s carrier of choice on all replacements except for RMAs involving **consignment inventory**. If a shipping method other than ground is requested by the customer, the customer will be responsible for the difference in charges between ground and the requested method.
- After the RMA is facilitated and the faulty product is shipped back to the manufacturer, if it is determined that the reason for product failure is physical damage, misuse, or any other reason that voids and/or is not covered under the warranty; the customer will be notified and charged the appropriate amount to repair the product to its original condition.

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## Advanced Replacement Returns

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- If an advance replacement is required, the RMA department must issue a PO for the replacement item(s) with a corresponding RMA number; the customer cannot place their own order for an advance replacement. The product will be shipped (default method is ground), and the customer will be invoiced for the replacement. Normal customer payment terms will apply, and a credit will be issued when the faulty product is received.
- The customer may request that **PEACHCOMM** includes a return label for faulty product to be returned. Shipping charges will apply for the return label. (Initial here) \_\_\_\_\_

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### Returns for Credit

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- All returns are subject to any fees listed in the penalties and charges section below. Returns are accepted at the sole discretion of PEACHCOMM, and based on the condition of the product when it is received by PEACHCOMM, may be refused and sent back to the customer at the customer's cost.
- Returns for credit within are subject to a 30% restock fee and must be unopened and unused.
- Products with stickers or labels applied automatically incur the 30% restock fee.
- **No returns accepted beyond 120 days from date of purchase.**
- **No returns on items received as replacements for defective products.**
- **No returns on software or licenses will be accepted.**
- **No returns on special ordered products will be accepted.**
- **PEACHCOMM does not offer product exchanges.**
- **Fees for services that PEACHCOMM provides are non-refundable. Examples of services include, but are not limited to: provisioning, consignment, custom packing slips or labels.**
- Credits for returns are by default applied to the customer's PEACHCOMM account. Customer may request that credits be applied to their credit card.

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### Penalties and Charges

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- A. Penalties are final; customers are not allowed to send missing parts to PEACHCOMM after initial RMA product is received.
- B. Charges are as followed; additional charges may be listed at later times once issues arise that are not noted in this document:

- Unless specified below, the penalties for any missing or damaged parts or accessories will be based on the standard, single quantity price from the current price book
  - Boxes for Linksys and Cisco - \$8.00 - return for credit only
  - Boxes for Polycom phones - \$9.00 - return for credit only
  - Boxes for Audiocodes - \$40.00 - return for credit only
  - Boxes for all other manufacturers - \$12.00 - return for credit only
  - Network Cable - \$9.00

- C. Provisioning cost is \$4.00 for phones and analog adapters. Routers are \$10.00. Fee is charged on product returns for credit only.

I, (print) \_\_\_\_\_ on behalf of (company name) \_\_\_\_\_ understand the RMA policy; as well as accept liability for any and all of the penalties and charges in the section above as they apply to any equipment that I return.

Signature \_\_\_\_\_ Date \_\_\_\_\_