



Repair and Return Authorization Request

Tech Support Ticket: # _____

Please select the type of RMA you are requesting:

Repair Return for Credit (subject to 20% restocking fee)

Original Purchase PO#: _____ Billable Repair PO#: _____

(Required) **(Required for out of warranty repairs/freight charges)**

If original PO is not identified for warranty commencement date, the product production date will be used for warranty purposes.

Bill To:

Company Name _____ Zenitel Acct # _____

Contact Info _____
(name) (phone) (email)

Repair Return Address:

Residential

Company Name _____

Company Address _____
(street) (city) (state) (zip code)

Delivery Contact Info _____
(name) (phone) (email)

Expedited Repair Return Collect Account: _____

NOTE: Warranty Repair(s) shipped from Zenitel USA HQ are provided at No Charge UPS Ground shipping only.

End User Name, City, State: _____

I acknowledge when shipping item(s) to Zenitel for repair, the item(s) may be out of warranty and I will be responsible for the cost of the repair and return shipping.

All Non-Warranty Repair Costs must be approved by the dealer/customer prior to repair work being completed.

Part #	Serial #
Detailed Description of Problem	
Part #	Serial #
Detailed Description of Problem	
Part #	Serial #
Detailed Description of Problem	
Part #	Serial #
Detailed Description of Problem	

Notes:

Form submission is not considered an authorization.

Zenitel Americas has discontinued out-of-warranty repairs on many older model analog and IP devices. Please contact your Zenitel Regional Sales Leader for details.

RA # on Outside of Carton
Packing List Enclosed (copy of this sheet)
Date Shipped

WARRANTY

Commencing upon the shipment date and continuing for a period of thirty-six (36) months, Zenitel warrants, that under normal use, each Zenitel Product sold and purchased hereunder shall be free from manufacturing defects of material and workmanship. Zenitel's sole obligation and Buyer's sole remedy, under this warranty shall be limited to Zenitel repairing or replacing, at its option, defective Product or components thereof when such are returned to Zenitel freight prepaid.

The foregoing warranties are expressly in lieu of all other warranties, express or implied, including the implied warranty of merchantability and/or fitness for a particular purpose. The aforesaid warranties are afforded by Zenitel only to Buyer and shall not be deemed to be warranties to Buyer's customers or to any other person or entity. Should Buyer elect to offer its own warranty with respect to the Product, said warranty shall be in the Buyer's name only, and Buyer shall make no representation that Zenitel has any responsibility therein.

All warranties shall become null and void in the event that Buyer, or anyone, alters or modifies any Product without Zenitel's prior written authorization and/or should Buyer, or anyone, fail to follow Zenitel's and/or the manufacturer's recommended installation procedures and instructions.

Return Product for Repair:

A. If returned Product is under warranty, Zenitel, at its sole option, shall either repair or replace such defective returned Product and ship, freight pre-paid, to Buyer.

B. Product returned for repair and not under warranty must be accompanied by a purchase order. For information on costs for Product repair, Buyer should contact rma.americas@zenitel.com. If the Product returned for repair is not defective ("No Problem Found"), Buyer shall be charged Zenitel's prevailing rates for testing plus freight.

C. For Products receiving non-warranty repairs, Zenitel will grant an extended limited warranty of ninety (90) calendar days from the date Zenitel ships the Product back to Buyer.

Return Product for Restocking:

A. Custom, non-standard and third-party Product and/or Product whose part number or model is prefixed with a description "CQ" or "5555" designation may not be returned to Zenitel for credit.

B. Software licensing may not be returned to Zenitel for credit.

C. All Buyer requests to return Product for restocking must be in writing and in advance of any shipment of such returned Product to Zenitel. Such written request must contain: (i) the part number of the Return Product; (ii) the quantity of Product to be returned; (iii) Buyer's original purchase order number; and (iv) Zenitel's original invoice number and amount.

D. Any Product returned for restocking must, at the time of Buyer's request, be currently listed in the Zenitel Product Catalog.

E. Any Product returned for restocking must: (i) have been shipped by Zenitel to Buyer within the immediately preceding ninety (90) calendar day period; (ii) be unused; and (iii) be boxed in the original Zenitel labelled container(s).

F. All shipping and handling costs for Product returned for restocking shall be borne completely and exclusively by Buyer.

G. All Products returned for restocking are subject to inspection and testing by our technical department. Credit may be issued on standard Product in new condition, based on shipping invoice, less twenty percent (20%) restocking fee. At Zenitel's discretion, an additional restocking fee may be applied, or Product may be returned to customer.