



# DEFECTIVE ON ARRIVAL POLICY

Revision 2.1 November 30 2020

# 1.0 DEFINITION

- DOA: defective on arrival
  - A product is considered DOA only if it fails to function at the time of first installation
- DOA certificate: Poly form PGS3.1. provided as confirmation of a DOA product

## 2.0 POLICY

- For any DOA unit, proof of the failure at installation is required through the use of the DOA Certificate
- If installed by a Poly Reseller, form PGS3.1 must be authorized by the Poly Reseller indicating Name, Title and Organization
- If installed by a Poly Engineer or customer self-installed form PGS3.1 must be authorized by a customer representative by indicating Name, Title and Organization
- A DOA unit will be replaced with an advance replacement (brand new) unit at no additional charge, however the Return Material Authorization (RMA) will not be submitted until the DOA Certification Form is received with all information completed
- Poly requires complete failure information on form PGS3.1 to assist with quality inspection and review of DOA failure

# PROCESS

- Poly Service Support (Call Centers and RMA representatives) will create an RMA and leave it in pending status
- A blank DOA certificate will be sent to the customer via e-mail or can be accessed at <https://support.polycom.com/content/dam/polycom-support/global/service-policies/doa-certificate.pdf>
- All fields must be completed and the form returned back to Poly to the URL address provided with the form or web portal or [doacertificate@poly.com](mailto:doacertificate@poly.com)
- The completed DOA certificate must be attached to the RMA request when the RMA is submitted
- The replacement unit is shipped on the same day that a completed DOA certificate is received by the regional Poly Logistics department
- The replacement part will be shipped along with a pre-printed carrier waybill by which the end user can return the failed unit
- A copy of the DOA certificate should be included with the return of the faulty unit back to Poly
- The DOA defective unit must be received by Poly within 10 business days or the customer will be charged at MSRP for the unit

# FORM PGS3.1 DEFECTIVE ON ARRIVAL CERTIFICATION

RESELLER/CUSTOMER INFORMATION	
Company Name:	Address:
Contact Name:	Town:
Phone Number:	City:
Email Address:	Country/Zip Code:
CUSTOMER SHIP TO INFORMATION	
Company Name:	Address:
Contact Name:	Town:
Phone Number:	City:
Email Address:	Country/Zip Code:
RMA Number:	Date Issued:
<b>Authorization (Important)</b> The product detailed herein has been found to be defective and is being returned to Poly under the above RMA Number.  I do hereby certify that the product specified above failed to function at the time of installation and was never used for its intended purpose.	PRODUCT INFORMATION
	Description:
	Poly Part Number:
	Serial Number:
Print Name/Title/Organization:	Date:



Please email this form to [doacertificate@poly.com](mailto:doacertificate@poly.com). A copy of this form should also be included with your shipment of faulty product to Poly.

**THANK YOU**