

RMA PROCEDURE & TERMS

Introduction

The intent of this document is to set forth the procedures for returning products to AudioCodes for repair, or for other reasons, in accordance with the provisions agreed upon with AudioCodes. This document shall not be construed to have changed any of the terms and conditions of purchase, previously agreed between the parties.

THE RIGHTS DESCRIBED IN THIS DOCUMENT SHALL BE APPLICABLE ONLY TO CUSTOMERS WHO HAVE PURCHASED PRODUCTS DIRECTLY FROM AUDIOCODES OR DIRECT SUPPORT PRIVILEGES. AUDIOCODES SHALL NOT ACCEPT ANY WARRANTY OR OTHER RETURNS OF PRODUCTS PURCHASED FROM ANY THIRD PARTY. IN ALL OTHER CASES PLEASE CONTACT YOUR VENDOR FROM WHICH THE PRODUCTS WERE PURCHASED.

Prior to shipment, customers must obtain a Return Material Authorization (RMA) number from AudioCodes.

Procedure & Terms

- Contact your assigned FAE or TAC, preferably through our on-line support system to report the event. Based on the information provided, and possibly some additional questions and/or testing, AudioCodes will verify that an RMA is indeed required.
- You will be required to fill out the information on this RMA form.
Note: It is important to complete all the information in detail. If the Serial Number of the unit is not available or a different Serial Number is returned that is NOT eligible for support, the customer will have to pay all repair costs associated with the return.
 - DOA (Dead on Arrival): Must be reported within 30 days of receipt and will be processed as an Advance Replacement; proof of delivery may be required.
 - AHR (Advance Hardware Replacement): Based on 'active' coverage, AudioCodes will send a replacement unit in advance of receiving the customer's original defective unit.
 - In Warranty: An RMA number and shipping instructions will be provided. Any physical damage, re-work done to the product or defacing of parts & components will void the warranty.
 - Out of Warranty: You will receive a quotation for the repair cost. If you decide to repair the product and accept the quotation, you will be asked to issue a Purchase Order or make prepayment (as per the applicable terms) for the repair. Upon PO/ prepay receipt, an RMA number and shipping instructions will be provided.
Note: Replacement parts/Products may be reconditioned or previously repaired parts/products.
- Once the RMA is approved, an updated RMA form with the RMA number completed will be provided.
Note: The RMA number is only valid for 90 days, after which a new RMA number will be required.
- Properly pack the RMA approved product in its original or in a suitable package and include a copy of the RMA form in the package. Print the RMA number legibly on the outside of the package and ship DAP (Incoterms 2020) according to the local office instructions using a traceable carrier.
Note: If applicable please backup your configuration file prior to returning the product as it may be returned with the factory default settings (including current GA firmware and default parameters).
- AudioCodes will repair or replace the product within 30 days of receipt at our repair facility.
Note: Replacement parts/Products may be reconditioned or previously repaired parts/products.
- In case no fault is found after testing the returned product(s), you may be notified of the "No Fault Found (NFF) fee" and be asked to issue a Purchase Order or prepay this fee.
- Upon test completion / repair, the product will be shipped by AudioCodes, DAP (Incoterms 2020), back to you. A summary report describing the testing / repair performed will be shipped with the product. In countries where there is no Distributor representing AudioCodes, the Customer/End Customer/consignee/receiver must release shipments from Customs, upon approval of the documents in advance prior to the shipment.
- Repairs are warranted for the longer of either the remainder of the product original warranty period, or three months from the date the RMA unit is shipped back to the customer after repair.
- For advance replacements, the replaced faulty/suspect unit(s) must be returned back to AudioCodes within 15 days or AudioCodes will bill the customer for the replacement product.
- If for any reason customer declines a repair after the product has been received by AudioCodes, we will offer the options to either return it as-is (at the customer's expense) or scrap the product.

International Headquarters

AudioCodes Ltd.
Naimi Park, 6 Ofra Haza Street, Or Yehuda, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc.

80 Kingsbridge Rd, Piscataway, NJ 08854, USA
Tel: +1-732-469-0880
Fax: +1-732-469-2298

Contact

www.audiocodes.com/contact
Website
www.audiocodes.com

AudioCodes REPAIR CENTERS

North America / Central America

AudioCodes, Inc. 80 Kingsbridge
Road Piscataway, NJ 08854
ATTN: RMA Department
RMA #:

South America

BrightNetworks Com. e Serv. Ltda
Rua Barbalha 445, Alto da Lapa
São Paulo, Brazil
CEP: 05083-020
ATTN: AudioCodes RMA Dept
RMA #:

ROW (See Note #1)

AudioCodes, Ltd
Naimi Park, 6 Ofra Haza Street
Or Yehuda, Israel
ATTN: RMA Department
RMA #:

Note #1: Shipping Instructions to Israel

Shipments to Israel should be DAP (Incoterms 2020). In shipments to Israel all related documents (i.e. air waybill, bill of lading, manifest, etc.) must include:

- a. AudioCodes' full name and Part Number (P/N) of the retuned product/s and the correct original invoiced price and currency of each product when purchased.
- b. AudioCodes Ltd (consignee) full name and address as shown above.
- c. AudioCodes Ltd (consignee) I.D. (registration) number: **520044132**
- d. Customer (shipper) full name and address.
- e. Customer (shipper) I.D. (registration) number.
- f. Description of goods, including at least the first four digits of the Harmonized System (H.S.) classification tariff. Please note that if the shipment contains different H.S. tariffs, it is obligatory to clearly indicate the first 4 digits of the H.S. classification number, of at least, the three (3) main articles, according to their value, in the shipment.

H.S. Classification Tariffs:

- MediaPack (MP) /Mediant/ Evaluation Boards: 8517.5000.0
- Boards: 8517/8019/7
- Chips: 8542/1900/3

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