



# Avaya Global Warranty Policy Clarification-- Advanced Product Replacement

Updated 17 October 2011

This policy clarification restates the support Avaya provides to customers and channel partners who request Advanced Product Replacements (APR) during the Avaya warranty period for a particular product. This type of support entitlement depends on whether the customer or channel partner has support coverage with Avaya or a special warranty for the affected product. The standard product warranties offered by Avaya do not include APR units. Avaya may include APR units as part of special warranty offers, such as a Lifetime Warranty, where the entitlements included with them are explicitly stated.

It is recognized by Avaya that some customers and/or channel partners may have experienced APR-like support. However, effective February 1, 2012 Avaya will complete an alignment with the standard warranty policy and will provide APR support for appropriately entitled customers/channel partners. Non-entitled customers and channel partners will be offered a return to depot repair/replacement service consistent with our standard warranty. Avaya will use all commercially reasonable efforts to provide a 10 day cycle time, from the date of receipt of a defective hardware product until the time a repaired or replacement unit is shipped by Avaya. The standard shipping method is by ground to all mainland locations. In many regions Avaya already provides customers and channel partners with return-to-depot warranty service. This will continue as a standard warranty practice in those regions.

In summary, the current standard warranty policy provides for the following:

If a Product does not conform to and operate in accordance with the applicable Documentation in all material respects and Avaya receives a written notice during the applicable warranty period describing in reasonable detail how the Product failed to be in conformance, and including evidence that the product is under warranty (i.e. a valid invoice, and in some cases this may also require Product registration with Avaya), Avaya at its option will: (i) repair or replace the Product to achieve conformance and return the Product; or (ii) refund the applicable fees upon return of the non-conforming Product to Avaya. For Software warranty, Avaya provides access to available software corrective content and product support knowledge base on a self-service basis. Replacement Hardware may be new, factory reconditioned, refurbished, re-manufactured or functionally equivalent and will be furnished only on an exchange basis. provides for defective parts/media replacement or repair at Avaya's discretion, access to software/firmware updates and access to the Self Help Web site.

This is a "return to depot" warranty policy for hardware products. This policy does not reflect any change to a customer's or channel partner's existing Avaya product warranty. This applies globally except where regional or country laws dealing with warranty or warranty delivery supersede.

For customers and channel partners looking for advanced product replacement from Avaya, you will be required to purchase Avaya support. Avaya support provides coverage such as proactive, preventative monitoring of system performance and the ability to quickly find and fix problems, keeping communications running. Avaya offers a comprehensive portfolio of Support Services that provide simple, flexible and reliable support plans by delivering technical support, emergency recovery, software updates & upgrades, advanced parts replacement and in-field service technicians to minimize customer down time. Support services are available for either partner enablement or Avaya direct delivery to end customer business models.

For more information and warranty policies please see Avaya's support site at:

[Support.avaya.com](http://support.avaya.com) or <http://support.avaya.com> and select "More Resources" on the left of the screen.