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# Global Asset Recovery Policy

01 November 2012

## Purpose

The purpose of this policy is to clearly state customer obligations and potential Avaya actions regarding the return of defective parts in a timely manner.

## Audience

The target audience for this policy is: Channel Partners – Distributors and Resellers and Customers.

## Geographic Applicability

This policy is global (APAC, Canada, CALA, EMEA and the US).

## Overview

Avaya has a defective parts return policy (Global Asset Recovery Policy) pertaining to customers returning defective parts in a timely / accountable manner in support of an advanced replacement shipment in a maintenance related activity.

## Details

If Avaya ships a replacement unit in advance, the customer is obligated to return the defective part to the designated Avaya repair facility for receipt within 30 calendar days after shipment of the replacement part. All defective returns must have the Avaya RMA number clearly marked on the shipping container and packaging list. Customers may need to provide additional import / export documentation where applicable. Material must be in repairable condition and use industry-standard material handling processes, including the use of Electrostatic Discharge or ESD preventative measures and the re-use of protective packaging provided by Avaya.

If customer is unable to return any replaced part within 30 calendar days, they are required to contact their in region Avaya recovery team to negotiate an alternative return date. If Avaya does not receive the returned part within 30 calendar days, the returned part does not match the part replaced by Avaya or if the returned part does not match Avaya's registration record, the customer may need to provide a new Purchase Order number to Avaya's asset recovery team to facilitate the billing of product not returned, at the applicable list price for the non-returned part.

After 30 calendar days, no credits or refunds will be issued by Avaya if defective part is returned to the designated repair facility. Additionally, parts returned after 30 days will become property of Avaya, and will not be returned to customer.

Failure to return defective parts may result in the suspension of future advanced parts replacement service delivery from Avaya.