






Westcon Group North America Return Policy: U.S. ONLY

rev 06-06-08

MANUFACTURER:	GENERAL RETURN POLICY:	DEFECTIVE RETURN POLICY:
American Power Conversion (APC)  Legendary Reliability™	-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.	For any defective product please contact the manufacturer directly at : 800-800-4272.
Adtran	-All purchased product considered special order and is non-returnable. Exceptions returns are possible with a valid business case.	For any defective product please contact the manufacturer directly at : 800-423-8726 or email support@adtran.com
Alladdin knowledge Systems  SECURING THE GLOBAL VILLAGE	-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.	For any defective product please contact the manufacturer directly at : 800-667-1587
Alliance	-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.	For any defective product please contact the manufacturer directly at : support@alliancesystems.com
Aruba Networks 	-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.	-For any defective product please contact the manufacturer directly at : 800-943-4526 or email support@arubanetworks.com
Audio Sears Corporation 	-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.	-For any defective product please contact the manufacturer directly at : 800-533-7863
Atlas Sound 	-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.	-For defective product within 30 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required.

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Avnet Technology Solutions

-All purchased product considered special order and and is non-returnable. Exceptions returns are possible with a valid business case.

-For defective product within 30 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required.

-Outside of 30 days from invoice contact HP directly at:
800-474-6836 HP / Compaq Product
800-652-6672 Presario PC Product

Avaya

-Stocked product returnable within 60 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable and requires an out-of-policy submission to Avaya.
-Avaya does not permit the return of open box product. The only possible exception for open box return is through the Out-of-Policy return process. Contact you WGNA Customer Service Representative or Sales Associate for details.

-For defective product within 90 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required. If installed, product cannot be installed for more then 72 hours in order to be considered a DOA defective.

-Outside of 90 days or if the product has been installed for longer then 72 hours contact Avaya National Parts at 800-222-7278.

BlueCoat Systems



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For any defective product please contact the manufacturer directly at : 888-702-3569

Bogen :



-All purchased product considered special order and and is non-returnable. Exceptions returns are possible with a valid business case.

-For any defective product please contact the manufacturer directly at : 888-999-2809 opt 2. Bogen will troubleshoot and issue a Validation Number # once failure is validated. Bogen Validation Numbers are required by WestconGroup Customer Service before an RMA or Advance Replacement can be issued.

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Braxtel



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

For any defective product please contact the manufacturer directly at : support@braxtel.com

Checkpoint



We Secure the Internet.

-Product is returnable with manufacturer approval up to 90 days from invoice. Contact WestconGroup North America Customer Service at : 877-937-5550 with all RMA requests.

-For any defective product please contact the manufacturer directly at : 972-444-6600.

Cisco Systems



Hardware: -Standard stocked Product is returnable up to 60 days from invoice if in new and unopened condition.

-Opened stocked product does carry some limited return rights on a case by case basis but does carry a 15% minimum restocking fee.

-Special order / non-stock product is non-returnable, however exceptions to this policy are possible is CAM or AM support.

-For defective product within 90 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required.

-For defective product outside of 90 days from invoice and still within warranty contact the Cisco TAC direct at 1-800-GO-CISCO.



Smartnet: Smartnet returnable for the following reasons :
-Upgrading SMARTnet from lower to higher coverage
-Duplicate order within 60 days from invoice
-Correlating Hardware order return was approved
-Extending Contract to longer period
-Technology migration (new equipment purchased)

-not applicable.

Cisco Systems Capital Remarketing



Refurbished Hardware -Product is non-cancelable once ordered and non-returnable once received.
" NO EXCEPTIONS TO THIS POLICY "

-For defective product please contact Cisco Refurb directly at : 800-553-2447

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ClearOne Communications

ClearOne

-Stocked product returnable within 30 days from invoice if the product is new and unopened

-For any defective product please contact the manufacturer directly
at : 800-283-5936 or
email tech.support@clearone.com

CrossBeam Systems



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-Submit all defective product replacement requests to WestconGroup North America by submitting an E-Commerce RMA Request on-line. Westcon will then open a request with the manufacturer on-line and provide a reference#. Manufacturer will then call the end-user / reseller to validate failure mode and if approved arrange for an RMA return and replacement order directly.

CCX Corporation



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product within 90 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required. WGNA will assist with direct replacement and an RMA from CCX .
-Outside of 90 days contact CCX directly at 303-666-5206.

Cistera Networks



-Stocked product returnable within 30 days from invoice if the product is new and unopened.

-For any defective product please contact the manufacturer directly
at : 866-965-8243

Citel Technologies (MCK)



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For any defective product please contact the manufacturer directly
at : 888-454-5828 opt:1 for technical support and troubleshooting. Confirmed defective product may be replaced directly by Citel or the manufacturer may direct the Customer back to distribution with a Citel issued ticket# .

Computer Instruments

www.instruments.com

NO RETURN POLICY.
Orders cancelled prior to installation subject to a 50% cancellation fee.
No refunds on Professional Services or installation after delivery
No refunds on Training Services

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Cooper Wheelock

-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

Contact manufacturer directly for troubleshooting at 800-631-2148
Validated defective product can be returned to Westcon for up to 18 months from invoice. Contact Westcon Customer Service at 877-937-5550 if assistance is required.

Double-Take Software (Formerly NSI)



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For any defective product please contact the manufacturer's tech support dept directly at 888-674-9495

DuVoice



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For any defective product please contact the manufacturer directly for troubleshooting and RMA / Advance Replacement at 425-889-9790 Ext: 524 Jamie Elenbaas.

D-Link



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product within 30 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required.
-Outside of 30 days from invoice please contact the manufacturer directly at : customerservice@dlink.com or call 800-326-1688.

Eaton Powerware



Powerware

-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For any defective product please contact the manufacturer directly at 1-800-843-9433 opt:1 then opt:3.

Electrograph (ATA)

www.electrograph.com

-Stocked product returnable within 15 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-All authorized Electrograph resellers must submit their RMA requests on-line direct to the manufacturer . Please see www.electrograph.com for details

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Enterasys



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.
-Support Contracts are non-cancelable and non-refundable even if the hardware is returned or taken out of service. A few exceptions have been made, contact your Enterasys Account Manager for assistance.

- For all defective product contact Enterasys G-Tac directly at 800-892-9486 for troubleshooting and a case#. Once a case number is obtained from the manufacturer then contact WestconGroup North America by submitting an E-Commerce RMA Request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required.

Epic Broadband Systems (EBS)



-Stocked product returnable within 60 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For in warranty defective product contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required.

Extreme Networks



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product please contact the manufacturer directly at 800-998-2408 or 408-579-2828

F5 Networks



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product please contact the manufacturer directly at 888-882-7535 or 206-272-6888

FireTide Inc.



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For in warranty defective product contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required.

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Fontel

-All purchased product considered special order and and is non-returnable.

-For defective product within 30 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required.
-A defective product outside of 30 days is considered a warranty claim and should be directed to the manufacturer directly.

Fortinet



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable. Service contracts are non-cancelable or returnable and pro-rated credits are not possible.

-For defective product please contact the manufacturer directly at 866-648-4638

GN Netcom



-All purchased product considered special order and and is non-returnable. Exceptions returns are possible with a valid business case.

-For defective product within 30 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required.
- Failures outside 30 days from invoice should be directed to the manufacturer and are repaired only

Global Knowledge

-Stocked product returnable within 15 days from invoice if the product is new and unopened. Opened or special order product is not returnable

-Defective CD's will be replaced with with a new shipment of the same product. Exchanges are possible but carry a restock fee. For assistance call 919-461-8646

High Wire Networks Inc.
www.highwirednetworks.com

-Provides Professional services only against a mutually signed statement of work (SOW)

Contact Westcon Tech support with any service delivery discrepancies or credit requests.

Hitachi Cable



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-Hitachi Cable offers a 6 month warranty on all products.
-For defective product within warranty contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required.
Note: Hitachi does reserve the right to take requests directly. If this occurs you will be directed to contact the Hitachi Tactical Support Team directly for RMA approval by calling 619-302-4142 or emailing support@tacticalteam.net.

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IP Celerate



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product please contact the manufacturer directly at 972-512-7107 or email Neenah Hill at nhill@ipcelerate.com

Intellsys

-Provides Professional services only against a mutually signed statement of work (SOW)

Contact Westcon Tech support with any service delivery discrepancies or credit requests.

Internet Security Systems (ISS)



-Manufacturer has a no return policy. Exceptions are possible however on a case by case basis.

-For defective product within 30 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required. Please be advised that ISS reserves the right to take any return request direct. If this should occur WGNA will provide all necessary points of contact with contact information.

ITW Linx Communication Products



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product please contact the manufacturer directly at 800-336-5469 ext: 2212 Frank Maturo or 630-315-2212

Last Mile Gear (NetGear)



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For in warranty defective product contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required. Please be advised the manufacturer may contact you directly to troubleshoot the product prior to issuing WestconGroup an RMA.

Lightpointe

-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product within 30 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required. -Defective product outside of 30 days is considered a warranty claim and should be directed to the manufacturer directly. Product does carry a 1-year warranty with the manufacturer

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Meru Networks



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For in warranty defective product contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required. Please be advised Advance replacement cannot be issued without approval and an RMA from the manufacturer. Manufacturer reserves the right to contact the Customer directly to troubleshoot and validate mode of failure prior to approval.

Magic on Hold



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product within 60 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required.

Motorola Canopy



-Stocked product returnable within 45 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For in warranty defective product contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 if additional assistance is required. Product carries a 12 month warranty from Motorola executable by WGNA.

-All RMA requests must be submitted with the product Serial# and MSN#.

-For High Speed OFDM Product (ex: 5730, 5830 series) in addition to the MSN#, Serial#, the product ESN# and a Motorola Case number are required before WestconGroup can execute warranty support. To obtain a case number contact Motorola Technical Support at 888-605-2552 or email technical-support@canopywireless.com

Multi-Tech



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product within 30 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 for additional assistance.

-Beyond 30 days from invoice contact the manufacturer directly at 800-328-9717 or 888-288-5470 opt2 so repair can be coordinated.

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NetGear

www.netgear.com

-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product within 30 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 for additional assistance.
-Beyond 45 days from invoice contact the manufacturer directly 408-907-8000 and ask for Tech Support / Troubleshooting and an RMA.

NICE Systems



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-Customer must contact NICE Systems direct by calling 1-800-642-3611. Upon completion of troubleshooting and failure verification a trouble ticket will be processed for return and replacement. Please note that with a ticket number the manufacturer may direct the Customer back to Distribution for an advance replacement and RMA.
-If returned to WGNA after contacting the Manuf. Contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 for additional assistance.

Nokia



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable. Some exceptions on open product have been given but require written approval from the Nokia Account Manager.

-For defective product please contact the manufacturer directly at 888-361-5030

Novus LLC.



-All purchased product considered special order and is non-returnable.

-For defective product contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 for additional assistance. WGNA will open a request with the manufacturer. The end-user / reseller may be required to validate failure mode in order for the manufacturer to issue a case number. Once issued please advise WGNA of this case number so that WGNA can issue an RMA and arrange for an advance replacement.

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Nortel Networks



-Stocked product returnable within 45 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable. Exceptions are possible but may require the involvement of your Nortel Account Manager for an SBA or the classification of the return as "B" Stock. These type exceptions carry a 15-20% restock fee and are limited in scope and frequency of issuance.
-Please Note that opened, special order, or drop shipped software products and keycodes are not returnable.

-For defective product **within 90** days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 for additional assistance.

-Please note that some products may require a Nortel case number before WestconGroup can process your RMA request. To determine if your product requires a case number refer to Nortel's GPPC Website and refer to the Order Code Details listed under Order Code Notes: **OBF-Nortel Case Required**. Your Certified technician should then call Nortel at 1-800-4-NORTEL and speak with a Nortel Technician in order to open a case and troubleshoot the alleged defective product. Please be sure to note the case# on your E-Commerce RMA request to back to WestconGroup North America.

- **Outside of 90** days from invoice contact Nortel Direct at 1-800-4-NORTEL or (1-800-466-7835) for RMA and replacement / repair.

One Source Group Inc.

www.onesg.com

-Provides Professional services only against a mutually signed statement of work (SOW)

Contact Westcon Tech support with any service delivery discrepancies or credit requests.

Packeteer



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable. Exceptions are never granted by this manufacturer.

-For defective product please contact the manufacturer directly at 408-873-4550

Plantronics

-All purchased product considered special order and is non-returnable. Exceptions returns are possible with a valid business case.

-For defective product within 30 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 for additional assistance.
-Outside of 30 days Customers must contact Plantronics Inc. directly at 800-544-4660.

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PolyCom
www.polycom.com

-Stocked product returnable within 60 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product within 60 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 for additional assistance.
-Outside of 60 days Customers must contact PolyCom direct at 888-248-4143.

PowerDsine


-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product within 30 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 for additional assistance.
-Outside of 30 days Customers must contact Power Design directly at 631-756-4680 / poc: John Black.

Quantum Technologies


-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product please contact the manufacturer directly at 877-435-7553 or email service-ticket@quantum.com

Radware


-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product please contact the manufacturer's tech support department directly at 877-236-9807

RSA Security

The Security Division of EMC

-Stocked product returnable within 60 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 for additional assistance.

Revolabs

-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product please contact the manufacturer's tech support department directly at 800-326-1088
Product carries a limited 1 year warranty.

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Scitec Inc.

-All purchased product considered special order and is non-returnable. Exceptions returns may be possible with a valid business case.

-For defective product within 30 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 for additional assistance.

-Outside of 30 days Customers must contact Scitec direct at 800-451-4035.

Secure Computing

-Manufacturer carries a no return policy and all Sales are final. Exception returns have been possible please contact WestconGroup North America Customer Service at: 877-937-5550

NOT APPLICABLE

SECURE
COMPUTING

Sipera Systems Inc.

-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product please contact the manufacturer's tech support department directly at 214-535-1751

Spectralink Corporation

-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product within 30 days of invoice please contact the manufacturers tech support department directly at 800-775-5330 or email rmacoordinator@spectralink.com. within the first 30 days from invoice Spectralink will replace product with new product. Outside 30 days from invoice but within warranty the manufacturer will replace with new or repair at their discretion.

SpectraLink

Spectrum Corporation

-All purchased product considered special order and is non-returnable. Exceptions returns may be possible with a valid business case.

-For defective product please contact the manufacturer's tech support department directly by opening a ticket at <http://support.speccorp.com> or by calling the RMA support line at 713-986-8872. Manufacture will want to troubleshoot prior to approving or issuing an RMA.

SPECTRUM

Top Global

-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

Must go direct to the manufacturer for troubleshooting and a ticket # first. In addition the manufacturer requires the completion of an advance replacement form.

Call 800-TOP-GLOB and fax form to 949-380-4128. Once approved contact Westcon Group Customer Service at 877-937-5550 and provide approved ticket# and advance replacement form.

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Trapeze Networks



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product in warranty contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 for additional assistance.
-15 month warranty on hardware and 90 day warranty on software.

Trend Micro



-All RMA requests will be considered by the manufacturer. Approval based on the age of the product and the value and status of a replacement order. Letter of destruction (LOD) is required by the end-user in order for the request to be approved. Credit / RMA approval will not be issued without a completed LOD

NOT APPLICABLE

Tripplite



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product please contact the manufacturer's tech support department directly at 773-869-1233

Trippwire



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product in warranty contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 for additional assistance.

Tri Sys Inc.



-Contact WGNA with all RMA requests within 45 days from invoice.

NOT APPLICABLE

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Valcom



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product within 30 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 for additional assistance.

-Outside of 30 days Customers must contact Valcom direct at 800-825-2661 ext:204 as these requests are considered warranty claims.

Veramark



-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product within 90 days from invoice contact WestconGroup North America by submitting an E-Commerce RMA request. Customer Service can be reached by calling 877-937-5550 for additional assistance.

-Outside of 90 days Customers must contact Veramark direct by emailing their request to : maintenance@veramark.com

Verso Tech (MCK Technologies)

-Stocked product returnable within 30 days from invoice if the product is new and unopened. Opened or special order drop shipped product is non-returnable.

-For defective product please contact the manufacturer's tech support department directly at 888-454-5824

Verint Systems



-Hardware RMA requests considered within 45 days from invoice. Approvals are subject to a 30% restock fee from the manufacturer as product is considered custom built / special order product.
-Software is not returnable

-For defective product please contact the manufacturer's tech support department directly by emailing support@alliancesystems.com or calling 800-977-4002 for technical assistance.