

RMA Purchase Order (PO) Agreement

The serial number of the device you have requested to RMA indicates that it was sold by Arrow Electronics on behalf of Genesys. For an advanced exchange RMA replacement to take place a PO must be submitted to Arrow before the replacement hardware can be shipped to you. Your PO will be billed and then upon your return of the defective device to Arrow a credit will be given for the returned device. (Your defective hardware needs to be returned within 30 calendar days after replacement hardware is delivered) If you fail to return the defective device to Arrow credit will not be given. If you choose to not submit this PO form then your RMA request will be denied/cancelled.

Please fill out the form below and submit to your case feed for processing:

PO TO:

Arrow Electronics
1955 E. Sky Harbor Circle North
Phoenix, AZ 85034 USA

Genesys Case Number: _____

Bill-To Company Name, Address, Contact Name, Phone and Email: _____

Ship-To Company Name, Address, Contact Name, Phone and Email: _____

PO Number: _____

Part Number/Quantity: _____



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Defective Part Serial Number: _____

Part Cost/Currency: _____

Payment Terms: _____

Freight & Shipping Details: _____

(If you are unsure of Genesys part number/cost ask for help on your case feed or reference the pricing list below)

Genesys RMA Price List (US Dollar)

<u>Product</u>	<u>Part Number</u>	<u>Cost</u>
Genesys Cloud Edge Appliance - V3	TH-900-PCEDGE-5140100	\$6,000.00
Genesys Cloud Edge Appliance - Mini V2	TH-900-PCEDGE-6140100	\$1,965.00
Genesys Cloud Edge Appliance - Mini	TH-900-PCEDGE-2120200	\$1,965.00
Genesys Cloud Edge Appliance - Micro	TH-900-PCEDGE-3120200	\$1,340.00

(For AudioCodes Mediant parts/prices please inquire within your case feed)