

Verint Return for Repair



BANKING & RETAIL SOLUTIONS

In Warranty Guidelines Return Merchandise Authorization (RMA)



IMPORTANT STEPS WHEN RETURNING VERINT PRODUCTS FOR REPAIR – IN WARRANTY

1. If you purchased the equipment or software from a distributor, the RMA must be initiated directly with the distributor.
2. **Call Verint** Banking & Retail Technical Support at (888) 585-7059. A Verint technician will initiate a service request. Keep the service request number for future reference regarding this ticket.
3. **Troubleshooting and Evaluation.** A Verint Technician will work with you to perform standard troubleshooting and evaluation. If an RMA is required, a number will be provided.
4. **Return Unit for Repair:** Verint will provide an RMA Authorization Form which needs to be included with the unit.
 - Brackets and accessories should NOT be returned with the unit to be repaired.
 - Advance Replacements may be provided for faulty units that are processed within 60 days of shipment.
 - ~ Based on Verint verification and availability.
 - ~ If a defective unit is not returned within 30 days, an invoice will be generated.

If you are unaware of your current plan, please call (888) 585-7059. Please have your serial number available.



HOW TO AVOID RMA DELAYS

Do not call for an RMA unless you have:

- Unit(s) serial number (required)
- Valid address for shipment to/from (required)
- Problem description (as detailed as possible)
- Part number (if possible)
- Purchase order number (if possible)

To avoid delay in repair:

- Include RMA# on outside of shipping container.



WARRANTIES*

Verint Wired Edge Device (3 Years)

Verint IP Camera (3 Years)

Verint mDVR (1 Year)

Verint EdgeVR (3 Years)

COTS (3 Years or Back-to-Back with Manufacturer Warranty)

** Warranty period begins upon shipping from Verint*



RMA TERMS AND CONDITIONS

- For a returned unit that is a No Problem Found - a \$125 fee may be assessed for all products except for the EdgeVR which may incur a \$225 fee.
- Repair warranty period is 90 days.
- Your warranty may be voided due to misuse, tampering, or from events not covered by warranty.
- Customer pays freight charges to return unit to Verint. Customer is responsible for duties and taxes both ways, where applicable.

VERINT®

Verint Return for Repair

BANKING & RETAIL SOLUTIONS

Out of Warranty Guidelines Return Merchandise Authorization (RMA)



IMPORTANT STEPS WHEN RETURNING VERINT PRODUCTS FOR REPAIR – OUT OF WARRANTY

1. **Call Verint** Banking & Retail Solutions Technical Support at (888) 585-7059.
2. **Receive Service Request Number** for future reference regarding this RMA.
3. **Determine Preferred Transaction Type.** Options available are:
 - Return for Repair (Out of Warranty repairs are 'best effort' based on parts availability)
 - Purchase New Unit (Technical support will put you in contact with our Inside Sales department to take your order)
4. If you return your equipment for repair, Verint will provide an RMA Authorization Form which needs to be included with the unit.
 - Accessories should NOT be returned with the unit to be repaired.
5. Out of Warranty repairs are flat-rate pricing based on product, mDVR excepted.
6. For mDVR product, once the unit is received, Verint will provide a **cost estimate** for the repair.
7. Once the repair is authorized by receipt of purchase order for the current flat-rate repair amount, Verint will begin the 'best effort' repair.
8. Purchase Orders can be sent to: RMASupport@verint.com

If you are unaware of your current plan, please call (888) 585-7059. Please have your serial number available.



HOW TO AVOID RMA DELAYS

Do not call for an RMA unless you have:

- Unit(s) serial number (required)
- Valid address for shipment to/from (required)
- Problem description (as detailed as possible)
- Part number (if possible)
- Purchase order number (if possible)

To avoid delay in repair:

- Include RMA# on outside of shipping container.



WARRANTIES*

Verint Wired Edge Device (3 Years)

Verint IP Camera (3 Years)

Verint mDVR (1 Year)

Verint EdgeVR (3 Years)

COTS (3 Years or Back-to-Back with Manufacturer Warranty)

** Warranty period begins upon shipping from Verint*



RMA TERMS AND CONDITIONS

- Out of warranty repairs are 'best effort' based on parts availability.
- Out of warranty repair pricing is flat-rate based on the product. Pricing subject to change. Contact Verint BRS Technical Support for current pricing.
- Flat-rate repair pricing not available for mDVR product.
- Repair warranty period is 90 days.
- Failure to provide a purchase order within 7 days of receipt of product to be repaired will result in return of product unrepaired.

The Customer Engagement Company™

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