

# Verint Return for Repair



## VERINT FRAUD AND SECURITY 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 an integrator or distributor, the RMA must be initiated directly with the applicable integrator or distributor.
2. **Contact Verint Fraud and Security Solutions** Technical Support at (888) 585-7059 or [EdgeVMS.Support@verint.com](mailto:EdgeVMS.Support@verint.com). 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 must be included with the unit in order for Verint to process the RMA.
  - Brackets and accessories should NOT be returned with the unit to be repaired.
  - Advance Replacements may be provided for faulty units at Verint's sole discretion based on Verint verification and availability.
  - If a defective unit is not returned within 30 days, an invoice will be generated and is payable in accordance with terms and conditions of the applicable agreement.

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 EdgeVR  
Verint IP Camera  
Encoders/Decoders  
Storage Devices  
Switches  
Accessories  
COTS

\* Warranty period begins upon shipment from Verint and is as set forth in the Partner agreement.



#### RMA TERMS AND CONDITIONS

- For a returned unit that is a "No Problem Found", Verint may assess a \$225 fee for the EdgeVR and a \$125 fee for all other products.
- Repair warranty period is 90 days.
- The warranty shall be voided due to misuse, tampering, abuse, improper use of all or any part of the product, or from other such events not covered by warranty.
- Integrator / Customer pays freight charges to return unit to Verint. Verint is not responsible for customs fees, duties, or associated taxes.

# VERINT®

## Out of Warranty Guidelines Return Merchandise Authorization (RMA)



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

**1. Contact Verint Fraud and Security Solutions**

Technical Support at (888) 585-7059 or  
EdgeVMS.Support@verint.com.

**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 must be included with the unit in order for Verint to process the RMA.

- Accessories should NOT be returned with the unit to be repaired.

**5.** Out of Warranty repairs are flat-rate pricing based on product.

**6.** Once the repair is authorized by receipt of purchase order for the current flat-rate repair amount, Verint will begin the 'best effort' repair.

**7.** Purchase Orders can be sent to:  
[RMASupport@verint.com](mailto: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.



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### 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 FSS Technical Support for current pricing.
- 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, and Verint will not have any further obligation or liability with respect to the RMA.

## The Customer Engagement Company™

#### Americas

9am – 5pm Local Time

1-888-585-7059

[EdgeVMS.Support@verint.com](mailto:EdgeVMS.Support@verint.com)

#### Europe, Middle East & Africa

8am – 6pm GMT

+44 (0) 193 250 9000

[EdgeVMS.GlobalSupport@verint.com](mailto:EdgeVMS.GlobalSupport@verint.com)

#### Asia Pacific

9am – 5pm SGT

+44 (0) 193 250 9000

[EdgeVMS.GlobalSupport@verint.com](mailto:EdgeVMS.GlobalSupport@verint.com)



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