



PRODUCT RETURN FOR REPAIR OR REPLACEMENT PROCESS

Mitel offers the following return options for defective product:

- Repair and Replacement (RR)
- Dead on Arrival (DOA)
- Advance Replacement (AR)

To ensure prompt product replacement, unless stated otherwise herein, Texas DIR customer must contact Mitel Repair Center at USCA_Globalrepair@Mitel.com to request a Repair Authorization (RA) number. Mitel Repair Center is available Monday to Friday from 8 a.m. to 4:30 p.m. (MST).

Mitel will make commercially reasonable efforts to repair or replace (as applicable) and dispatch the product within the target time frames described below. The issuance of a RA number is mandatory before any product can be returned to Mitel for repair or replacement.

Repair and Replacement (RR)

The standard Mitel Repair and Replacement (RR) service is for non-emergency repair (i.e. not system-critical) of all standard Mitel and original equipment manufacturer (OEM) products sold by Mitel.

If the product returned is no longer covered under warranty, the customer will be invoiced for the repair costs.

Mitel will determine, at its sole discretion, if the defective product will be repaired/remanufactured or replaced. Through the RR service, the estimated time for completion and product return to Texas DIR customer is up to three (3) weeks from the date the defective product is received by Mitel.

Dead on Arrival Returns

A Dead-on Arrival (DOA) return occurs when the product is defective right out of the box.

- 1) DOA products must be reported to (USGovernmentSales@Mitel.com), within 90 days from shipment and within 72 hours of installation.
- 2) In the event the DOA is discovered during installation, but after 90 days from shipment, the DOA must be reported within 72 hours of installation to the Mitel US Government Order Desk (USGovernmentSales@Mitel.com). The US Mitel Government Desk will notify the Mitel Repair Service who will issue an RA for the return of the DOA.

In addition to the issuance of a RA, where the request is to report a Controller(s) or 3 (or more) of the same device(s) which are DOA, a Mitel Tech Support Ticket number must also be obtained by calling (800) 722-1301. This is a **mandatory** requirement.

Commercially reasonable efforts will be made to ship the replacement product back to Texas DIR customer within 24 hours from issuance of the RA, subject to availability. Mitel will replace a DOA return with new product.

The defective product must be returned to Mitel within 30 days from the date of the issuance of the RA. Failure to return the defective product within such 30-day period will result in Texas DIR customer being invoiced for replacement product.

Advance Replacement Service

In the event a product needs to be replaced immediately, Mitel offers an Advance Replacement Service program (ARS). The ARS program provides remanufactured Mitel product for emergency replacement of failed system-critical Mitel products regardless of warranty status, (e.g., Mitel systems, peripherals, power supplies, hard drives).

This service is based on product availability and is subject to a service charge. Under the ARS program, Mitel will use commercially reasonable efforts to ship replacement product within 24 hours of the issuance of the RA (subject to availability). If the product returned is no longer under warranty, in addition to the service charge, the customer will be invoiced for the repair costs. The Advance Replacement Service charge is non-refundable.

Advance Replacement Service charges:

- 25.00 USD per phone
- 75.00 USD per circuit card
- 150.00 USD per system

Mitel will cover overnight freight charges under the Advance Replacement Service, however, should Texas DIR customer request for the product delivery to be expedited, Mitel will agree to provide expedited, morning delivery or counter-to-counter delivery at customer's expense.

Texas DIR customer must return the defective product to Mitel within 30 days from the date of the issuance of the RA. Failure to return the defective product within such 30 days will result in Texas DIR customer being invoiced for replacement product.

Note: Mitel maintains 2 inventory warehouses in the United States which are located in (1) Mesa, AZ and (2) Wallingford, CT.