

## DIRECT REPLACEMENT PROCEDURE FOR DAMAGED PRODUCTS IN POLYCOMP

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The replacement of damaged products of brands in the portfolio of Polycomp, which are not subject to service and warranty repair, is fully covered by Polycomp. The products of the following manufacturers are subject to this Direct Replacement Procedure:

- ABB
- AMD processors
- APACER
- ASROCK
- ASUSTOR
- BEURER
- CISCO products with standard warranty  
Not applicable to products with Cisco Partner Support Service (PSS) и SMARTnet Service.
- CRUCIAL hard drives
- DEEPCOOL
- D-LINK
- ELGATO computer components
- ELITE SCREENS
- FITBIT smart devices
- FURY
- GENESIS
- HIKVISION
- HITACHI hard drives
- HIWATCH
- HP supplies
- INNO3D
- INTEL processors and hard drives
- KINGSTON hard drives
- KOBO
- LACIE hard drives
- LANBERG
- LOGITECH
- MICROSOFT hardware
- MOSHI accessories
- NOKIA smart devices
- PATRIOT
- SAMSUNG memory, SSD and accessories
- SEAGATE hard drives
- SUNNE
- TOSHIBA hard drives
- TRANSCEND
- TRUST
- UGO
- VERBATIM hard drives

- WESTERN DIGITAL hard drives
- WITHINGS hard drives
- ZyXEL

Direct Replacement Procedure for damaged products in Polycomp:

- The end customer returns the damaged product to the Partner;
- The partner checks and makes sure that the product is damaged and that it has valid warranty documents (invoice/receipt) \*;
- The partner sends an e-mail to return@polycomp.bg with a request to return a product. The e-mail must contain number/date of the Record of Handover issued by Polycomp; name, part number, and serial number of the product; a short description of the identified problem; information about the complete set of the product. In order to do this the Partner fills in the following form:

<b>Number/date of the Record of Handover for delivery of the product by Polycomp</b>	
<b>Name, brand and model of the product</b>	
<b>Part number</b>	
<b>Serial number</b>	
<b>Valid warranty documents from the client</b>	Yes/No
<b>Description of the damage</b>	
<b>Complete set of the product (accepted accessories)</b>	

\* Polycomp may require the Partner to provide copies of the warranty documents of the end customer and to refuse the warranty in case they fail to provide valid documents.

- After the validation of all the documents, Polycomp issues a Record of Handover for return to the Partner and notifies them by e-mail.
- The generated Record of Handover can be found on [www.polycomp.bg](http://www.polycomp.bg), section DOCUMENT SEARCH, list PROTOCOLS. The Partner must search by part and/or serial number, set the status of the Record of Handover to "shipment is being prepared" and the type to "for return". The Records of Handover with this status are at the top of the list. The lack of a created Record of Return on the site means that the return has not yet been approved.
- The Partner prints the Record of Handover from the site, signs it and attaches it to the shipment.
- The Partner returns the product to Polycomp by the Interlogistics courier company at the expense of Polycomp.
- The damaged product is subject to diagnostics upon arrival at Polycomp's warehouse.

For products with a valid warranty and confirmed damage after diagnostics:

- Polycomp notifies the Partner whether the product will be replaced or credited depending on its stock availability and the possibility to order.
- A new product is sent to the Partner in replacement of the damaged one. This is done with a new Record of Handover to the same order with which the damaged item was received, where in the field NOTE, "Replacement of a damaged product" is entered.
- If Polycomp does not currently have a new product in stock, it is automatically ordered, and its delivery is pending. It is the Partner's responsibility to monitor the delivery time on the Polycomp's website.
- If the product that needs to be replaced cannot be delivered, a credit note is issued to the Partner on the invoice with which the damaged product was purchased.

For products with unconfirmed damage after diagnosis or which are not under warranty according to the manufacturer's rules:

- Polycomp notifies the Partner that the product **is not** damaged, and it will be returned to them at the Partner's expense.
- Polycomp charges the Partner BGN 20 for the performed diagnostics.

The described procedure also covers products of the listed brands with a date of sale before its entry into force, and still within the warranty period.

Other brands may be added to the Direct Replacement Procedure of warranty products from Polycomp.

Information on whether a product is subject to warranty replacement by Polycomp is published on the website [www.polycomp.bg](http://www.polycomp.bg) for each product in the field RECOMMENDED SERVICE.

For additional information about the instruction, questions and clarifications contact us by e-mail: [return@polycomp.bg](mailto:return@polycomp.bg) or by phone: 02/814 4188.