

SURFACE RETURN POLICIES FOR CUSTOMERS 1/1/2017

Devices

Factory Sealed Devices

All sealed device returns are at discretion of Product Manager and management team and are not guaranteed. If order is under \$10k, SYNEX will return to SYNEX warehouse to restock 0-90 days from original ship date. If order is over \$10k, it will require additional Product Manager approval. Device must be truly factory sealed to receive credit for device. SYNEX will not return any product that is end of life (EOL).

Opened Box Devices

SYNEX does not allow any open box returns for devices.

DOA Devices

Without Warranty

If device is found to be DOA, the item must be submitted to Microsoft within 30 days of the original ship date. The distributor then has 10 days to ship the DOA device back to Microsoft. If Microsoft does not receive the device within the given return window then the distributor will only receive credit of \$.01 and the device is not returned to the distributor. Serial number and all components are required.

With Warranty

The process for resellers is as follows:

- 1) Call 1-800-Microsoft
- 2) Say "Business"
- 3) Say "Technical Support"
- 4) Say "Other"
- 5) Say "Surface"
- 6) Call routes to the Professional and Premier TechRouters who create a MSSolve case for warranty support.

**If a customer has Microsoft Premier Support (which they normally know, or can ask their IT department if they aren't sure), they can log a case online through their standard support model: [Microsoft Premier Online](#)

**The customer can then use their Premier number (listed on Microsoft Premier Online) and reach a TechRouter who will create a case and have a Hardware Support Agent call the customer back (no IVR prompts – direct to TechRouter).

Device Bundles

Hard Bundles

If the device is bundled with accessories at Microsoft and shipped to SYNEX in one box, then it is considered a "hard bundle." If the device is DOA, the entire bundle must be returned in order to receive credit.

Soft Bundles

If the device is bundled with accessories at SYNEX warehouses and shipped in one box to the reseller or end

customer, it is considered a “soft bundle.” If a device that is part of a soft bundle is DOA, only the device needs to be returned.

Accessories

Factory Sealed Accessories

All sealed accessory returns are at discretion of Product Manager and management team and are not guaranteed. If order is under \$10k, SYNEX will return to SYNEX warehouse to restock 0-90 days from original ship date. If order is over \$10k, it will require additional Product Manager approval. Accessory must be truly factory sealed to receive credit for device. SYNEX will not return any product that is end of life (EOL).

Opened Box Accessories

SYNEX does not allow any open box returns for devices.

DOA Accessories

There are two options for defective accessories:

Option 1: IVR Process for ADRs or customers

- 1) Call 1-800-Microsoft
- 2) Say “Business”
- 3) Say “Technical Support”
- 4) Say “Other”
- 5) Say “Surface”
- 6) The call routes to the Professional and Premier TechRouters who create a MSSolve case for warranty support.

Option 2:

Submit claim through SYNEX within 30 days of ship date for conditional return.

Demo Units

There are no returns allowed for demo units (devices OR accessories). The only exceptions are for DOA units.

