

Vendor Name	DOA Return Period	Contact Numbers	Notes
3M	Customer to contact 3M and return units directly to 3M for replacement	(888) 364-3577	No Returns
Accutech	Customer to contact Accutech customer service and return unit directly to Accutech	(800) 356-2671	No Returns
Adtran	Customer to contact Adtran Technical Support and return units directly to Adtran		
Aastra	30 days from Jenne Invoice Date	(800) 574-1611	
	Excludes accessory items and CNX Conference Bridge Units		
Actiontec Electronics, Inc	Customer to contact Vosky Technical Support and return units directly to Vosky	(888) 825-9076	No Returns
	Demo units can be returned 30 days from Jenne Invoice Date		
Aethra SpA	30 days from Jenne Invoice Date	(800) 422-6191	
	Contact Jenne Tech Support for a Case #. Equipment serial number is required		
Algo	30 days from Jenne Invoice Date, customer must obtain a ticket number form Algo on DOA items before a Jenne's RMA is issued. Outside of 30 days customer is to deal direct for warranty support.	Sales 1-604-454-3790 sales@algosolutions.com Support 1-604-454-3792 support@algosolutions.com	
Alliance Systems	Customer to contact Alliance Systems Technical Support and return units directly to Alliance Systems	(800) 977-1010	No Returns
Allworx	Customer to contact Allworx Technical Support and return units directly to Allworx	(866) 255-9679	No Returns
		RMA@Allworx.com	
Alpha Mechanical	All DOA returns to Alpha Mechanical	401-434-4500	
Alpha-Telecom	Customer to contact Alpha-Telecom Technical Support and return units directly to Alpha-Telecom	(408) 541-6177	No Returns
Altec Lansing	30 days from Jenne Invoice Date	(570) 296-4434	
Altigen Communications	Customer to contact Altigen Technical Support and return units directly to Altigen	(510) 252-9712 Extension 315	No Returns
Altronix	Customer to contact Altronix Technical Support and return units directly to Altronix.	(888) 258-7669	No Returns
American Power Conversion	Customer to contact APC Technical Support and return units directly to APC	(401) 789-5735	No Returns
Arnco/Softalk	Customer to contact Arnco Customer Service and return units directly to Arnco	(800) 274-7824	No Returns
Astatic	Customer to contact Astatic Customer Service and return units directly to Astatic	(800) 762-9266	No Returns
ATT/Vtech	30 days from Jenne Invoice Date	AT&T: Synapse: 888-916-2007 Syn248: 888-386-2006 SynJ & all other retail products: 800-222-3111 (listen for options for tech support, enter model number to get to the correct team) VTech: ErisTerminals/ErisStation: 888-370-2006 All others: 800-595-9511 (listen for options for tech support, enter model number to get to the correct team) Sales & Pre-sales support: (ICAM Team) VTech: 888-913-2007 (ErisTerminal, ErisStation, BusinessSystem, 4-Line Small Business System with Cordless Desksets) All other products: 800-595-9511 AT&T: 888-722-8521 (SynJ, Syn248, Synapse) All other products: 800-222-3111	
	ATT/Vtech will not accept returns without original packaging. Units will be returned. Excludes replacement batteries and accessory items		
Aurora Printing Calculators	30 days from Jenne Invoice Date	(310) 793-5664	
Avaya ECG	90 days from Jenne Invoice Date	https://support.avaya.com/	
Avaya Nortel	90 days from Jenne Invoice Date	(877) 295-0099	
	When calling please have your Site ID or Sold To available and follow the prompts for support.	usenterp@avaya.com	
Avaya SMBS	90 days from Jenne Invoice Date	https://support.avaya.com/	
AVTEQ	Customer to contact Avteq Customer Service and return units directly to Avteq	(214) 905-9001	No Returns
Axton	Customer to contact Axton customer service and return units directly to Axton.	(801) 519-0500	No DOA Returns to Jenne
Baudcom	Customer to contact Baudcom Technical Support and return units directly to Baudcom	(866) 722-9737	No Returns

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Belkin	30 days from Jenne Invoice Date	(310) 604-2347	
Bogen	30 days from Jenne Invoice Date	(201) 934-8500	
	Bogen will not accept returns without original packaging. Units will be returned. Customer must obtain a Bogen call log number before RMA will be issued		
Bottom Line	30 days from Jenne Invoice Date	(800) 234-4490	
CABLESYS	Customer to contact Cablesys Customer Service and return units directly to Cablesys	(562) 356-3222	No Returns
Ceeco	Customer to contact Ceeco Technical Support and return units directly to Ceeco	(863)357-0798	No Returns
Cellphone-Mate, Inc	30 days from Jenne Invoice Date	(888) 365-6283	
Channel Vision	Customer to contact Channel Vision Technical Support and return units directly to Channel Vision	(714) 424-6500	No Returns
Cidco	30 days from Jenne Invoice Date	(800) 314-2969	
	Excludes accessory items		
CITEL	Customer to contact Citel Technical Support and return units directly to Citel	(206) 957-6270	No Returns
Clarity	30 days from Jenne Invoice Date	(800) 426-3738	
Clear2There	Customer to contact C2T Tech Support and return units directly to C2T	800-210-2172, Option 4	No Returns
ClearOne	ClearOne Personal and Tabletop products may be returned for up to 30 days after purchase from Jenne, Inc. All other product categories remain subject to our standard returns policy which is direct to vendor for return.	(800) 283-5936	
		tech.support@clearone.com	
Coleman Cable (CCI)	Customer to contact CCI Technical Support and return units directly to CCI	(800) 323-9355	No Returns
Command Communication	30 days from Jenne Invoice Date	(800) 288-3491	
Comm-Etc	Customer to contact Comm-Etc Support and return units directly to Comm-Etc	(830) 363-6111	No Returns
Comnet	30 days from Jenne's invoice date	1-888-678-9427	
Computer Instruments	Customer to contact Computer Instruments Customer Support and return units directly to Computer Instruments	(913) 492-1888	No Returns
Cortelco	30 days from Jenne Invoice Date	(662) 287-5281	
Curley Cord	30 days from Jenne Invoice Date	(215) 355-8200	
Dell	Customer to contact Dell technical support and return units directly to Dell	(800) 879-3355	No Returns
Digium	Customer to contact Digium customer service and return unit directly to Digium.	1-877-344-4861	No Returns
Ditek	30 days from Jenne Invoice Date	(800) 753-2645	
D-LINK	Customer to contact D-LINK Technical Support and return units directly to D-LINK	Non-D-LINK Dealers	D-LINK Dealer Priority Support

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	Customer to contact Global ePoint Technical Support and return units directly to Global ePoint	(800) 326-1688	(800) 303-1498
DuVoice	Customer to contact DuVoice Technical Support and return units directly to DuVoice	(800) 888-1057	No Returns
Edgewater Networks	Customer to contact Edgewater Technical Support and return units directly to Edgewater	(408) 351-7255	No Returns
Engenius	30 days from Jenne Invoice Date Excludes batteries, antennas, cases or other accessory items	(888) 735-7888	
Erico	Customer to contact Erico Technical Support and return units directly to Erico	(440) 248-0100	No Returns
Extreme Networks, Inc	Customer to contact Extreme Networks Technical Support and return units directly to Extreme Networks	1-800-872-8440	No Returns
Fluke Networks	Customer to contact Fluke Networks directly and return units directly to Fluke Networks	(800) 283-5853	No Returns
GAI-Tronics	30 days from Jenne Invoice Date	(800) 492-1212	
Garvin Industries Inc	Customer to contact Garvin Technical Support and return units directly to Garvin	(847) 455-0188	No Returns
Genesis Cable Systems	Customer to contact Genesis Technical Support and return units directly to Genesis	(800) 222-0060	No Returns
Global ePoint	Customer to contact Global ePoint Technical Support and return units directly to Global ePoint	(909) 786-7132	No Returns
GN US Inc.	30 days from Jenne Invoice Date Excludes accessory items	(800) 345-8639	
Go Cables	30 days from Jenne Invoice Date	(800) 555-7176	
Greenlee /Textron	30 days from Jenne Invoice Date	(800) 435-0786	
Hubbell	30 days from Jenne Invoice Date	(203) 799-4100	
ICC	Customer to contact ICC Technical Support and return units directly to ICC	(562) 356-3111	No Returns
Ideal Industries	30 days from Jenne Invoice Date	(815) 895-5181	
ISONAS	Customer to contact Isonas directly at 303-567-6516		
IntelliTouch/On-Hold-Plus	30 days from Jenne Invoice Date	(800) 839-7277	
IPEX/Kwikpath	Customer to contact IPEX Technical Support and return units directly to IPEX	(905) 403-0264	No Returns
ISTT, Inc.	Customer to contact ISTT Technical Support and return units directly to ISTT	(270) 781-5096	No Returns
ITW Linx	Customer to contact ITW Linx Technical Support and return units directly to ITW Linx	(630) 315-2150	No Returns
Jo-dan Int'l	Customer to contact JDI Technical Support and return units directly to JDI	(800) 596-5100	No Returns
Ken-A-Vision	Customer to contact Ken-A-Vision and return units directly to Ken-A-Vision	(800) 627-1953 Extension 5620	No Returns
Konexx	Customer to contact Konexx Technical Support and return units directly to Konexx	(858) 622-1400	No Returns
Konftel AB	30 days from Jenne Invoice Date Konftel requires Serial Number and Reason	(866) 606-4728	
Kramer Electronics	30 days from invoice. Non-Doa, unopened, stocked item can be returned.	275-6311	Defective or DOA product customers will need to work directly with Kramer Electronics @ US 888-
KTI Networks	30 days from Jenne Invoice Date	(713) 266-3891	
LifeSize	Customer to contact LifeSize and return units directly to LifeSize http://www.lifesize.com/support/contactform.php	1-877-LIFESIZE or 512-347-9300	No Returns

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Logitech, Inc.	30 days from Jenne Invoice Date	1-646-454-3200	
Magic On Hold	30 days from Jenne Invoice Date	(866) 988-3011	
Matsushita Services Co.	Customer to contact Matsushita Technical Support and return units directly to Matsushita	(800) 833-9626	No Returns
Middle Atlantic Products	Customer to contact Middle Atlantic Technical Support and return units directly to Middle Atlantic	(800) 266-7225	No Returns
Minuteman	30 days from Jenne Invoice Date Minuteman requires Serial # and Reason	(800) 238-7272	
Mitel	Product found defective within 72 hours from installation and purchased within the previous 90 days can apply for a DOA RMA request. Jenne will submit information provided to Mitel for return approval. when approved by Mitel Jenne will issue an RMA for return.	1-800-722-1301 option 4, 5 and then 3. US_Repair@mitel.com	
Mitel Core Products	30 day return period for NON-DOA items.	1-800-722-1301 option 4,5 and then 3 or systems_engineering@mitel.com	
Mitel Open Solutions		1-800-574-1611 or support@aastra.com	
Motorola Industrial	Customer to contact Motorola Technical Support and return units directly to Motorola	(800) 448-6686	For warranty repairs/exchanges of Motorola Business Radios (XTN, CLS, AX, DTR)
Motorola 2-Way Products	Customer to contact Motorola Technical Support and return units directly to Motorola	(800) 353-2729	For warranty repairs/exchanges of Motorola Consumer cordless products
Motorola Giant	Customer to contact Motorola Technical Support and return units directly to Motorola	(800) 638-5119	For warranty repairs/exchanges of Motorola Giant (TalkAbout Radios)
Motorola Headsets	Customer to contact Motorola Technical Support and return units directly to Motorola	(800) 331-6456	For warranty repairs/exchanges of Motorola Bluetooth Headsets
Multi-Tech	Please contact Multitech at www.multitech.com/cases.go or at support@multitech.com to open up a trouble ticket. Once unit is determined defective, Multitech Customer Service will provide an RA replacement product or perform warranty services on the unit. Multi-Tech Software is non-returnable once codes have been issued and emailed to the customer	(800) 328-9717	No DOA returns to Jenne
Nel-Tech Labs	30 days from Jenne Invoice Date Nel-Tech requires Serial Number and Reason	(800) 344-4685	
Netgear	30 days from Jenne Invoice Date Netgear requires Serial Number and Reason	(408) 907-8000	
Netsource	Customer made products		NO returns to Jenne or vendor
Oberon		1-877-867-2312 (Toll Free) 1-814-867-2312	No Returns
Objectworld	Customer to contact Objectworld Technical Support and return units directly to Objectworld	(888) 398-9698	No Returns
On-Hold-Plus/IntelliTouch	30 days from Jenne Invoice Date	(800) 839-7277	
OPTEX	30 days from Jenne Invoice date. Customer must obtain a Optex Return number from Optex's tech support before Jenne's RMA will be issued.	(909) 993-5770	No Returns
Optical Cable	Customer to contact Optical Cable Technical Support and return units directly to Optical Cable	(800) 622-7711	No Returns
P3 International	30 days from Jenne Invoice Date	(212) 741-7289	
Panalog	Customer to contact Panalog Technical Support and return units directly to Panalog Software - Please verify minimum PC requirements prior to ordering	(512) 868-0939, option 1	No Returns

Vendor Name	DOA Return Period	Contact Numbers	Notes
Panasonic Business Systems	30 days from Jenne invoice date provided, customer has obtained a Heat number and confirmation of DOA from Panasonic before RMA will be issued. To obtain a heat ticket number, contact Panasonic at 1-888-713-2310 option 3 after entering your 9 digit ID. Panasonic will not accept returns without original packaging. Units will be returned. Panasonic License keys, Software, and Extended Warranties items CAN NOT be returned once purchased. These sales are final.	1-888-713-2310 btsservice@us.panasonic.com	
Panasonic CCTV	Customer to contact Panasonic Technical Support and return units directly to Panasonic	(800) 528-6747	No Returns
Panasonic HD Visual Communications Conferencing (HDVC)	30 days from Jenne invoice date. Panasonic will not accept returns without original packaging. Units will be returned. Customer (or Reseller on behalf of Customer) calls the High Definition Video Conferencing technical support line at 1-877-441-5870. Tech support confirms the hardware failure by troubleshooting with the customer (or Reseller). Using Panasonic's Expedited Service, the unit will be flagged as an initial failure unit and repaired and returned using next day air shipment as well as priority receiving and repair handling at the service depot. Customers / Resellers will be offered a replacement unit. Customers / Resellers will be offered an option to return the unit to the Reseller/Distributor for replacement.	1-877-441-5870	
Panasonic Consumer Products	Panasonic will only accept DOA returns on the following models only; KX-MB2000, KX-MB2010, KX-MB2030, KX-MB3020, KX-MC6040, KX-MC6020 DOA is product which is not functional within 30 days of customer purchases. Customer should call the Panasonic technical support hotline prior to requesting return to obtain a case number. Panasonic will not accept returns without original packaging. Any returns not received in original packaging will be returned. Batteries and other accessory items are not returnable.	(800) 211-7262	
Panasonic Network Cameras	30 days from Jenne invoice date provided, customer has obtained a Heat number and confirmation of DOA from Panasonic before RMA will be issued. To obtain a heat ticket number, contact Panasonic at 1-888-713-2310 option 3 after entering your 9 digit ID. Panasonic will not accept returns without original packaging. Units will be returned.	1-800-528-6747 option 2, option 4	
Panasonic Session Initiation Protocol (SIP) Communications	30 days from Jenne invoice date. Panasonic will not accept returns without original packaging and RMA # from Panasonic. Product returned without original packaging will be returned to the dealer. ALL SIP Phone DOA RMA requests MUST be prior approved from Panasonic Tech Support. Customer (or Reseller on behalf of Customer) MUST call SIP technical support line at 1-800-528-6747 Option 1. Tech support confirms the hardware failure by troubleshooting with the customer (or Reseller). If the product qualifies for RMA, a ticket number will be issued to the Reseller or Customer that has reported the failure. Reseller will need to notify distributor and provide RMA # and return product back to original distributor.	1-877-441-5870	
Phone Labs	30 days from Jenne Invoice Date	(212) 481-6166	
Phybridge	Customer to contact Phybridge Technical Support and return units directly to Phybridge	(888) 901-3633	No Returns
Plantronics	30 days from Jenne Invoice Date We can no longer accept returns of Accessories or Spare Parts	(831) 426-5858	
Pollys	Customer to contact Pollys Technical Support and return units directly to Pollys	(864) 642-6103	No Returns

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Polycom	Thank you for requesting an RMA from Jenne. Polycom's policy is to trouble shoot the defective item prior to authorizing any returns. Authorized Polycom VoIP providers must contact Polycom direct for support. If you are NOT an authorized Polycom VoIP provider, contact JENNE'S tech support to trouble shoot the item. Please call 800-422-6191, prompt #4. thank you	1-800-POLYCOM (765-9266)	No Returns to Jenne
Progressive	30 days from Jenne Invoice Date	(800) 435-0786	
Provisions	30 days from Jenne Invoice Date Excludes custom cable/fiber assemblies	(800) 234-4490	
Revolabs	DOA / Defective products must call revolabs to confirm defective for replacement direct from revolabs.	(800) 326-1088	No Open Box Returns
Samsung	30 days from Jenne Invoice - Date 30 days out, customer is to contact Samsung with Model number, serial number, date of purchase (with a copy of receipt included with the returned product) and detailed description of the defect.	(877) 213-1222	
Scitec	Customer to contact Scitec Technical Support and return units directly to Scitec	(800) 451-4035	No Returns
Sennheiser	30 days from Jenne Invoice Date	(877) 736-6434	
Shure	Customer to contact Shure Technical Support and return units directly to Shure Shure requires Serial Number and Purchase Order number	(800) 837-1765	No Returns
Softalk/Arnco	Customer to contact Arnco Customer Service and return units directly to Arnco	(800) 274-7824	No Returns
Sony Security Products	Customer to contact Sony Technical Support and return units directly to Sony Security Products	(800) 883-6817	No Returns
Spectrum	Customer to contact Spectrum Technical Support and return units directly to Spectrum	(713) 944-6200	No Returns
Spectralink	Customer to contact Spectra-link using their support portal at, https://isupport.spectralink.com for returning the unit(s) direct.		No Returns
Status Solutions	30 days from Jenne Invoice Date Customer must obtain a Status Solutions call log number before RMA will be issued	(866) 846-7272 Option 4	
Strategic Vista (Lorex)	30 days from Jenne Invoice Date	Customer Care: 1-888-42LOREX Tech Support: 1-877-75LOREX	
Suttle	30 days from Jenne Invoice Date	(800) 852-8662	
Telefield (RCA Phones)	30 days from Jenne Invoice Date	(800) 511-3180	
Telematrix	Customer to contact Telematrix Technical Support and return units directly to Telematrix	(719) 638-8821	No Returns
Telephone Extension Corp.	30 days from Jenne Invoice Date		
Telephone Products	30 days from Jenne Invoice Date	(800) 533-1955	
Test-UM	Customer to contact Test-UM Technical Support and return units directly to Test-Um	(800) 571-8431	No Returns

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Travelers Custom Case	Customer to contact Travelers Customer Service and return units directly to Travelers	(216) 621-8447	No Returns
Tripp Lite	30 days from Jenne Invoice Date	(773) 869-1421	
Trisys, Inc.	Customer to contact Trisys Technical Support and return units directly to Trisys	(973) 360-2300	No Returns
Trivium	Customer to contact Trivium Technical Support and return units directly to Trivium	(503) 439-9338	No Returns
TV Ears, Inc.	30 days from Jenne Invoice Date	(888) 958-7899	
TXPort	Customer to contact Verso Verilink Technical Support and return units directly to Verso Verilink	(800) 544-6831	No Returns
Uniden	30 days from Jenne Invoice Date Excludes batteries and other accessory items	(800) 297-1023	
Valcom	30 days from Jenne Invoice Date Valcom will not accept returns without original packaging. Units will be returned.	540-563-2000	
VegaStream	Customer to contact VegaStream Technical Support and return units directly to VegaStream	(877) 834-4470	No Returns
Veremark Technologies	Customer to contact Veremark Technical Support and return units directly to Veremark	All eCAS products (585) 381-0115	All VeraSMART products (585) 249-3110
Verint	Customer to contact Verint Technical Support and return units directly to Verint	(888)-747-6246	No Returns
Video Furniture International	Customer to contact Video Furniture Customer Support and return units directly to Video Furniture	(877) 834-3876	No Returns
Video Insight	30 days from Jenne invoice Date	(713) 621-9779	
Videolarm	Customer to contact Videolarm Technical Support and return units directly to Videolarm	(800) 554-1124	No Returns
VIEWZ	Customer to contact Viewz directly at 714 -996 -1177 customer will need the serial number of the product		
Viking Electronics	30 days from Jenne Invoice Date Customer must obtain a Viking call log number before RMA will be issued	(715) 386-8861	
Viziflex	Customer to contact Viziflex Technical Support and return units directly to Viziflex	(800) 627-7752	No Returns
Vosky (Actiontec)	Customer to contact Vosky Technical Support and return units directly to Vosky Demo units can be returned 30 days from Jenne Invoice Date	(888) 825-9076	No Returns
Vtech/ATT	30 days from Jenne Invoice Date ATT/Vtech will not accept returns without original packaging. Units will be returned. Excludes replacement batteries and accessory items	Tech Support Vtech: ErisTerminals/ErisStation: 888-370-2006	
Westinghouse Security	Customer to contact Westinghouse Technical support and return to them directly	1-800-916-3985	No Returns
Wheelock	30 days from Jenne Invoice Date	(800) 631-2148	
Winnov	Customer to contact Winnov Technical Support and return units directly to Winnov	(408) 207-4400	No Returns
Wintenna	30 days from Jenne Invoice Date	(800) 845-9724	

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X Link (Xtreme Technologies Corp)	30 days from Jenne Invoice Date.	416-840-5452	
XPCC (Xtreme Power Conversion)	Customer to contact XPCC and return units directly to XPCC	(800) 582-4524	No Returns
Yealink	1 year from Jenne Invoice date. Customer must provide MAC address and detailed reason for return.		
ZoomSwitch	Customer to contact ZoomSwitch tech support and return units directly to ZoomSwitch		No Returns
	LiveChat and Online Support Form Request	http://www.zoomswitch.com/Support/	
	Email Support	support@zoomswitch.com	
ZyXEL	30 days from Jenne Invoice Date	(714) 632-0882	