



Return Product Authorization Overstock Product

The following terms apply to request for overstock product returns. All product returned to Nice as overstock must have an RA#, please call 800-421-1587 or 760-438-7000 and ask to talk to your Customer Service Representative. The following information must first be made available:

- 1) Customer Name.
- 2) Customer's Shipping Address. (PO Boxes cannot be used)
- 3) Customer's Telephone Number.
- 4) Customer's Contact Name.
- 5) The Part Number(s) being returned.
- 6) The Quantity of each item being returned.
- 7) The Product's Date Code.
- 8) A Purchase Order Number. (The customer must issue a Purchase Order Number prior to processing the return).

Please note that some products like 2GIG & Vario products are not eligible for Overstock returns.

The following terms apply to overstock product returns for credit:

- 1) There will be a 25% restocking fee on all accepted product for overstock. A PO must be attached to the RA# authorizing this restocking fee. The restocking fee will be waived if a new PO for a minimum of 150% of the value of the returned product is received with the RA request.
- 2) The cost of shipping to NICE is the responsibility of the customer.
- 3) Product that has been used cannot be returned for credit. Return of used product must follow the regular RA procedures.
- 4) RA# are valid for 30 days, after which time the RA# is cancelled. NICE will not accept product under a cancelled RA#. The product will be returned at the customer's expense. A new RA# must be obtained before the product can be returned to NICE. Products/kits must be returned to NICE with all parts intact.
- 5) Products or kits that are missing hardware or components will be deemed to be incomplete and will be returned at the customer's expense. Customer Service will notify the customer prior to shipping for this reason.
- 6) Product received that is damaged or not in resalable condition will be removed from the Overstock request.
- 7) All returned products must be in new resalable condition and have its original packaging intact. Products that have been deemed by NICE to be nonviable inventory will be returned to the customer at customer's expense. Customer Service will notify the customer prior to shipping for this reason.
- 8) Please clearly indicate the assigned RA# on the shipping carton. Do not write directly on the packaging, which would render it as nonviable packaging. Individual packages may need to be protected with an over carton, palletized shipments should be in shrink-wrap.