



UBSD Repair Policy Changes

Dear NEC Dealer,

As a part of our overall efforts to expedite our repair turnaround time, NEC Unified Solutions, Inc. (NEC) is instituting new policies regarding “in and out of warranty” repairs.

Effective May 1, 2006 if a Dealer desires to return a product(s) for repair, the Dealer must first obtain an RMA Number from NEC and provide the following information:

- (1) Dealer’s Company Name
- (2) Dealer’s NEC Repair Account Number (*Required*)
- (3) Dealer Contact Name
- (4) Dealer Contact Telephone Number
- (5) Dealer purchase order number (If applicable)
- (6) Description of Product(s) to be returned (items and quantity)
- (7) Reason for returning the Product(s)
- (8) Dealer’s “ship to” location
- (9) Serialized Bar Code number (If applicable)

RMA Numbers can be obtained by contacting UBSD Customer Service via any of the following methods:

- (1) Email to ubsdrepair@necunified.com (*Email is the most efficient method!*)
- (2) By faxing your request to (203) 926-5454
- (3) Via the telephone at (800) 999-8630

NEC will then issue the Dealer a Return Material Authorization (RMA) Number, which will authorize the Dealer to return the subject Product(s) to NEC.

UNDER NO CIRCUMSTANCES SHOULD A DEALER RETURN A PRODUCT WHICH IS NOT AUTHORIZED FOR RETURN. ALL UNAUTHORIZED PRODUCTS WILL BE RETURNED AT THE DEALER'S EXPENSE AND RISK.

Along with the abovementioned changes we are also transferring our repair shipping and receiving functions to our Dallas facility. Effective May 1, 2006, all equipment being returned for repair should be sent to:

NEC Unified Solutions, Inc.
Dallas Distribution Center
1213 N. 28th Avenue
DFW Airport, TX 75261
Attn: RMA Dept.

Please note that the U.S. Postal Service does not make mail deliveries to this address, so all deliveries should be by common carrier.

If you have any questions regarding this matter, please contact your UBSD Account Manager or Customer Service Representative.

Thank you for your understanding regarding this matter.

Sincerely,

NEC Unified Solutions, Inc.
Ultra Business Sales Division