

Silent Circle

Return Guidelines:

For DOA and Warranty Returns of Devices

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1 Introduction

1.1 Purpose

This document gives an overview of the warranty return process for Distributors, Resellers, Carriers, Enterprise Customers, and End Users. For detail descriptions of End User Limited Warranty coverage please refer to the Blackphone User Guide. You can also refer to the Master Agreement signed between Silent Circle, or its affiliates, and your organization for more details or variations from the standard process.

1.2 Warranty Period

The warranty period starts at the time of Product's original purchase by the first end-user. Silent Circle warrants the Product against defects for a period of twelve months from the date of purchase by the original end user, except where prohibited by applicable law.

Countries in the EU have a 2-year warranty period due to local law

EU Countries				
Austria	Denmark	Hungary	Malta	Slovenia
Belgium	Estonia	Ireland	Netherlands	Spain
Bulgaria	Finland	Italy	Poland	Sweden
Croatia	France	Latvia	Portugal	United Kingdom
Cyprus	Germany	Lithuania	Romania	
Czech Republic	Greece	Luxembourg	Slovakia	

If a proof of purchase is not available to validate the purchase date, then we will use 14 months (26 months for EU) from the date the product was shipped from our warehouse, to identify the warranty period.

1.3 Unit Returns

Devices sent in for repair will be handset only without battery cover or battery (if removable). These units are referred to as FRU (field replacement units). The repair network receives and ships FRU units, not sales packs. The End Users and Distributors will be instructed to remove the battery and battery door (if removable) before returning the devices. The replacement device will not have a battery cover or battery (if removable) so the original parts will be needed. With special circumstances, the battery door and/or battery may be needed due to damage of the parts, or symptom of failure. In these special circumstances the RMA will indicate this and the call center will communicate this to End Users for return.

1.4 Customer Data

Protecting customer data is a top priority for Silent Circle so no customer data from any device is backed up or stored on any server location in the repair network.

1.4.1 Data Wipe

All devices will be wiped of all personal data once received by Silent Circle. Once the device has been received at our collection center, the device is factory reset and wiped of all customer data. Customer data is not stored at any time on any server or hard drive inside the repair network.

1.4.2 Data Backup

It is the responsibility of the end user to back up any data they wish to keep. Silent Circle will not retrieve or save any data that was left on a returned device for a customer.

2 Return Processes

2.1 DOA

Silent Circle considers returns with functional failures within the first 15 days of purchase to be DOA. DOA devices collected at a Distributor, Reseller, or Carrier will be returned to Silent Circle to validate failure. An RMA would be requested at dist-rma@silentcircle.com then the devices would be shipped to the address provided by the RMA. Once the sales packs have been received, inspected for customer abuse, verified sales pack content, and tested for functional failure, then the claim would be processed and a credit issued on the account. Any sales pack that fails the inspection criteria will be returned to the Distributor, Reseller, or Carrier and no credit will be issued.

2.1.1 DOA Qualifications and Criteria

- 1) The handset must have an initial warranty defect and is determined to be defective within fifteen (15) days of date of purchase by original end user or date of original end-user activation.
- 2) An RMA must be requested within 45 days of return of handset.
- 3) The handset shall show no signs of customer abuse, liquid damage or gross electromechanical damage.
- 4) All accessories shipped in the original retail package are to be returned with the handset in its original packaging.
- 5) The handset must be accompanied with a copy of the retail proof of purchase (POP) which indicates date of purchase and International Mobile Station Equipment Identity (IMEI), or a Supplier approved proof of initial activation date.

2.2 In Warranty Repair

2.2.1 Distributor, Reseller, Enterprise, and Carrier Return Process

They have 2 options for returning devices for warranty repair.

- 1) Bulk ship to Silent Circle for repair: The Distributor, Reseller, Enterprise, or Carrier acts as a collection point for their customers. Once devices for

repair have been collected, then they would ship devices directly back to Silent Circle and we would repair devices under warranty and ship back to them.

- 2) End User process: The End User always has the option of contacting the call center directly to request warranty repair.

2.2.1.1 Bulk ship to Silent Circle for repair

If the Distributor, Reseller, Enterprise, or Carrier chooses to act as a collection center for their customers, then they would follow the process below to return devices for repair.

Process:

- 1) Distributor, Reseller, Enterprise, or Carrier receives devices back from their customers
- 2) They complete the RMA request and send it to Silent Circle at dist-rma@silentcircle.com to request an RMA number. They can also use the same email address to request an RMA form if they do not have one.
- 3) Silent Circle receives the request and assigns an RMA number, and returns the completed RMA request form to the Distributor, Reseller, Enterprise, or Carrier.
- 4) They pack the devices and ship them to the address on the RMA.
- 5) Silent Circle receives the devices and inspects for overage, shortage, or shipping damage. The Distributor, Reseller, Enterprise, or Carrier is responsible for any overage, shortage, or damage to the shipment discovered during incoming inspection.
- 6) Devices out of warranty by date code or physical abuse will be returned unrepaired (unless out of warranty repair has been approved by Distributor, Reseller, Enterprise, or Carrier at an agreed price).
- 7) Silent Circle then repairs/replaces the devices within the agreed turn around time.
- 8) Silent Circle sends out an ASN with shipment information to the Distributor, Reseller, Enterprise, or Carrier.
- 9) Silent Circle ships the repaired/replaced devices back to the Distributor, Reseller, Enterprise, or Carrier. Silent Circle covers the return transportation costs.
- 10) Silent Circle is responsible for overage, shortage, or damage to the shipment on the return shipment.
- 11) Distributor, Reseller, Enterprise, or Carrier verifies receipt of repaired/replaced devices.

2.2.2 End User Return Process

The End User can contact the Silent Circle call center +1(800) 721-6793 (US), +41 43 508 6018 (Europe), or support@silentcircle.com to request an RMA to return devices for warranty repair.

Process:

- 1) End User contacts Silent Circle Call Center at +1(800) 721-6793 (US), +41 43 508 6018 (Europe), or by email at support@silentcircle.com.
- 2) Call Center Agent collects information and triages device with the End User.
- 3) If the device is in need of warranty repair, then the Call Center Agent will create a repair ticket and issue an RMA number for the End User.
- 4) The End User will then receive an email with the RMA number.
- 5) The End User would then receive a separate email containing the shipping label (if the device is determined to be in warranty).
- 6) If the device was determined to be out of warranty by date code, then the call center will issue an RMA number and address to ship the device for repair. The End User is responsible for transportation cost for the device.
- 7) The End User will pack the device according to the instructions in the RMA email, apply the shipping label (if provided), and ship the damaged device back to Silent Circle.
- 8) Silent Circle will triage the device to validate warranty status.
- 9) If the device is in warranty by date code and physical condition, then Silent Circle will repair/swap the damaged device.
- 10) If the device is out of warranty, then the call center agent will contact the End User to determine if they want out of warranty repair performed on the device (if possible), or they want the device returned un-repaired.
- 11) Silent Circle then ships the repaired/un-repaired device back to the End User.

2.3 Out of Warranty Repair

For devices out of warranty due to date code or some forms of physical damage (i.e. cracked touch panel or LCD), Silent Circle will perform out of warranty repairs for a cost (labor, materials, and handling). Below are the processes for out of warranty repair.

2.3.1 End Users

Follow the End User Return Process defined in this document to return the device. The End User is responsible for shipping cost of the device sent to Silent Circle. Once an out of warranty device has been received and triaged, then the call center will contact the End User with a price quote for the out of warranty repair. Once approved, the device will be repaired and shipped back to the End User. If repair is denied, then the device will be shipped back to the End User un-repaired.

2.3.2 Distributor, Reseller, or Carrier for Bulk Returns

An agreed pricing will be established and an agreement signed between Silent Circle, or its affiliates, and the Distributor, Reseller, or Carrier before any out of warranty repair is started. If no agreement is signed, then out of warranty repair will follow End User process above. Out of Warranty devices will be bulk shipped together on a separate RMA from warranty repair at the expense of the Distributor. Once received, the devices that can be repaired will be repaired and the un-repairable devices will be returned as-is (RUR) to the Distributor, Reseller, or Carrier. Based on agreed payment terms (prepaid or invoice) the repaired devices will be returned at the expense of Silent Circle. If out of warranty devices are found in a normal RMA return, then the Distributor, Reseller, or Carrier will be notified to determine if out of warranty repair is requested. The device will then be repaired or returned.