



# Marketing Announcement

August 8, 1996

## Simplification of DOA Return Process for Authorized Resellers

Today IBM is announcing a simplification of the return process for Defective On Arrival (DOA) systems and monitors.

### Description

Effective August 6, 1996 resellers may return defective on arrival (DOA) systems and monitors through a simplified return process which does not require a Service Management Support Center (SMSC) case number, as announced in Announcement Letter PCC 95-285, dated July 10, 1995. This applies to systems and monitors which are inoperable at the time of sale or during the preparation for sale to the end-user.

Warranty and non-warranty capable Business Partners are responsible for attempting to repair DOA systems and monitors. Resellers may assign the warranty repair of DOA systems to IBM (1-800-IBM-SERV) or to an IBM Premier Personal Computer Servicer (call 1-800-IBM-3391 to locate a servicer). Products which fail to function after reasonable repair attempts may be returned as DOA and will not count against IBM Authorized Aggregators, Distributors, Resellers, and Mail Order Resellers product return limits.

DOA systems should be returned through your IBM Authorized Aggregator, Distributor, or Reseller. IBM Authorized Aggregators, Distributors, Resellers and Mail Order Resellers must submit the attached DOA return form to IBM when returning DOA products.

This announcement does not apply to the return of features and options. Refer to Announcement Letter PCC 95-418, dated October 6, 1995, to return DOA options.

IBM reserves the right to conduct periodic audits of reseller DOA returns.

### Administrative Information

The process to return DOA products is as follows:

- Non-warranty capable resellers must call the IBM HelpCenter (1-800-PS2-2227) for product problem determination assistance. During the call non-warranty resellers must request their case number. If during the HelpCenter call it is determined that product service is required, Resellers have the option of requesting IBM service support. If the system or monitor can not be fixed it can be returned as DOA.

Non-warranty capable resellers must provide their HelpCenter case number to their IBM Authorized Aggregator, Distributor, or Reseller when requesting a DOA return.

- Warranty capable resellers are not required to call the Help Center but are required to attempt product repair. If the product can not be fixed it can be returned as DOA.
- IBM Authorized Aggregators, Distributors, Authorized Resellers, and Mail Order Resellers must fax their completed DOA return form to the IBM Returns Department at fax number 919-517-0830 to receive a return authorization for DOA product(s).

*This announcement is provided for your information only and is subject to change without notice. For additional information, contact your IBM representative.*

**DOA RETURN REQUEST FORM**

**IBM Authorized Aggregator, Distributor, Authorized Reseller or Mail Order Reseller Information:**

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Name	Contact
Customer Number	Phone Number
Fax Number	

Complete the following warranty information if the DOA product is being returned directly, has not been distributed to an IBM Authorized VAR or PC Dealer:

Warranty Capable (yes, no)\_\_\_\_, if no, provide your IBM

HelpCenter Case number #\_\_\_\_\_.

**IBM Authorized VAR or PC Dealer information: (Required when product has been distributed to a VAR's or PC Dealer's location)**

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Name	Contact
Phone Number	
Warranty Capable (yes, no)____, if no, provide the Authorized	
VAR's or PC Dealer's HelpCenter Case number #_____.	

**The following product information must be completed:**

System or Monitor Part Number(s)	Quantity(s)
_____	_____
_____	_____
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**Please provide IBM with an explanation by incident leading up to your request for returning this system or monitor as DOA to IBM.**

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**Business Partner Authorized Signature:**

**Title:**

**Date:**

**IBM Authorized Aggregators, Distributors, Authorized Resellers and Mail Order Resellers should fax this form to the IBM Returns Department at 919-517-0830.**