



Genesys Cloud RMA Request Form

This RMA request form is only intended for use with Genesys hardware sold by Arrow Electronics. Each form is designed for a single device.

Date: _____

Customer Care Case # _____

Device Name: _____

Device Serial Number: _____

(For Polycom phones the serial number is the MAC address.)

Reason for RMA request:

Return Shipping Information

Contact Name: _____

Phone Number: _____

Email Address: _____

Company Name: _____

Address 1: _____

Address 2: _____

City: _____

State: _____ Zip: _____

Country: _____

I understand and consent that my shipping name and address will be viewed by Genesys personnel in the United States in order to complete shipping.

Are there any special shipping requirements? Yes No