

End User

1

Place order with participating reseller

Ensure the order includes: (a) mailing address, (b) primary contact information and (c) identifies the program option: Trade Up or Upgrade. For Trade Up option: order must be for 12 or more Audio processors. For Upgrade option: order must include at least 12 or more. Audio Processors/EncorePro bundles.

2

For Trade-Up Option

Your order will be shipped within 48hrs. With your order, Plantronics will ship you an RMA with return shipment instructions for the non-Plantronics office telecommunication headsets. You must return the full RMA within 30 days of receipt of the RMA.

3

For Upgrade Option

No further action required.