How to deal with defective products

If a Snom product proves to be defective within the warranty period, you are entitled to a repair or replacement (RMA - Return Material Authorisation).

If you are a **distribution partner** and have purchased the product directly from us, please follow the instructions below.

If you are an **end user** or reseller, please contact your Snom **distributor** for RMA processing.

RMA process:

1. Fill out the application form attached to this page and send it to rma@snom.com.
2. Snom will review your request and provide you with the RMA number. The number is valid for 14 days.
3. Enclose the form with the goods to be returned.
4. Write the RMA number legibly on the outside of the parcel and send it to the address indicated at the bottom of the form.

We do not accept returns without a valid RMA number! Never write the RMA number on the phone's original packaging. Please use outer packaging.

Further Information

- VoIP Essentials
- Visit the Snom Forum
- Open a support ticket
- Find a local partner

Related articles

- Check the installed firmware version
- Do an Firmware Update using an USB-Stick
- Entering Snom Web Interface - WUI
- Get the snom phone ready for operation
- How can I configure a second hand Snom device that still points to the old PBX because of a redirection
- How can I obtain a SIP trace from the phone
- How can I trigger a settings sync on a DECT M300,M700,M900

- How to deal with defective products
- How to enable early logs on desk phones
- How to enter M300,M700 - Web Interface
- How to factory reset the M300,M700
- How to get a Log from the DECT base
- How to make large or permanent PCAP traces
- How to obtain a log from a desktop phone
- How to obtain a SIP trace from a deskphone
- How to setup a Syslog server on a Desktop phone
- How to store a PCAP trace into an USB mass-storage device
- How to store a phone syslog into an USB mass-storage device
- How to store a SIP trace into an USB mass-storage device
- How to submit a support request