Poly (Headsets) Warranty Process 2024

WARRANTY PROCESS

Poly headsets have a two year Manufacturer’s Warranty

If a customer believes there is a fault with the headset, they will need to log a case directly with Poly/HP directly. They will then run through trouble shooting questions to determine what the next steps are and send out a replacement if needed.

A case can be raised via [https://mycrm.support.hp.com/](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmycrm.support.hp.com%2F&data=05%7C02%7Cmegan.collett%40dickerdata.co.nz%7C46dca09d551f46cc784308dc4a12790f%7C6e417ab358de417d9aaada5837716c4c%7C0%7C0%7C638466690425992009%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=s9HyyFxnOXf8g8wY6ESUSiV%2FD28HIM3%2FkF57qAfMpxE%3D&reserved=0) or by phoning through on the support number 0800 425 453.