



Learn why you should purchase Poly-branded products and services only from authorized Poly resellers like eVideo Communications/e365 distribution.

Benefits

When you purchase Poly-branded products and services from an **authorized** Poly reseller, you receive the following benefits:

- New product shipped in Poly's original packaging with Poly original accessories and support documents.
- Polycom's product warranty support. Review standard product warranty terms [warranty terms](#) here.
- Assistance from Poly's authorized resellers, who have the necessary qualifications and training, and who have access to Polycom resources, sales and technical personnel.

Risks

If you purchase Poly-branded products from an **unauthorized** source, you face the following serious risks:

- **The product is of unknown origin, previously used, or counterfeit.**
- The product may be resold as "unused" – which is not new product.
- The product includes software that is no longer supported by Polycom & requires updates to prevent network vulnerability.
- The product is missing key accessories or components required for your region to ensure the product will work as needed.
- If product does not work properly, you will not be able to obtain support or a replacement under warranty.
- The product is not eligible to be supported by Poly services.
- The product is not eligible product for a Poly trade in promotional