How to Request Accessories under Comprehensive Coverage

Obtaining Replacement Accessories Under Zebra OneCare™

Zebra OneCare™ Comprehensive Coverage goes beyond normal wear-and-tear to cover internal and external components damaged through accidental breakage. In addition, OneCare™ extends to selected accessories that are shipped together with Zebra mobile computing devices. Refer to Zebra’s Accessories Applicability Matrix for a list of accessories that are eligible for replacement as part of a repair for Mobile Computers under a Zebra OneCare Comprehensive contract.

Prior to submission of requests for replacement of accessories, please note the following:

- Customers may request replacements only for lost or damaged accessories that ship together with the Product in its original Zebra packaging.
- Accessories will only be replaced if specifically requested as part of a request for repair of faulty equipment.
- Replacement accessories cannot be requested separately or as a stand-alone request, but only together with a request for device repair.
- At the time an eligible product is submitted for repair authorization, customers must provide a description of the required accessories according to the instructions and Accessories Request Format provided below.
- You may – but are not required to – return damaged accessories when sending in a unit for repair.

Accessory Replacement Request Options

Repair authorization requests or RMAs (Return Materials Authorizations) may be submitted using one of the options described in detail below:

Option 1: Using Zebra’s Repair Order Portal

Logging a request via the online Repair Order Portal is the quickest and recommended option. (If you are not yet registered for the Portal, visit www.zebra.com/repair for more information and to complete the simple registration process.)

1. Log into the Portal.
2. Create a Repair Request to submit your request for repair of your faulty Zebra device.
3. On the Add Products tab, complete the Problem Description field
   - Describe the problem to be repaired for your device
   - Indicate any accessories requiring replacement using the Accessories Replacement Request Format below:
**Accessories Replacement Request Format**

- For a battery door:
  - Enter CP: followed by a space and an indication of the battery size/capacity (standard or extended) indicated on the battery in mAh
  - Example: **CP: BATTERY DOOR 1900**
- For all other accessories:
  - Enter CP: followed by a space and then the name of the accessory
  - Example 1: **CP: STRAP**
  - Example 2: **CP: TETHER**
  - Example 3 (Multiple Accessories): **CP: STRAP, TETHER, BATTERY DOOR 1900**

**Option 2: Using the Repair Form**

To use this option, complete the Repair Form and return it to Zebra by email:

1. Download the appropriate Repair Form for your country from the *Repair Orders (Online RMAs)* page of Zebra.com:
2. Complete the Repair Form.
3. Use the *Fault Description* field of the form to provide information about the problem to be repaired for your device, and to indicate which accessories require replacement.
4. Follow the *Accessories Replacement Request Format* in step 3 above.

**Option 3: Contacting Zebra’s Repair Help Desk**

You may contact Zebra’s Repair Help Desk using the telephone number most convenient for your location and language. Our support phone numbers are listed at [www.zebra.com/supportcontacts](http://www.zebra.com/supportcontacts).

*Note for eBonding customers:* Please follow your regular electronic submission process for submitting repair authorization requests. To indicate any accessories requiring replacement, follow the *Accessories Replacement Request Format* described above.