

# Yealink Limited Warranty

Yealink Network Technology Co., Ltd. (“Yealink”) provides Yealink’s Customers with this limited warranty (“Warranty”) according to terms and conditions as set out herein, in respect of Yealink Products purchasing from an authorized distributor or reseller (“Channel Partner”). The terms of this Yealink Limited Warranty shall apply to Yealink Products **purchased within the Britain and European but exclude Spain and Portugal.**

## 1. Product Scope and Warranty Period

The warranty period of Yealink Products purchased as brand-new, unused product by the initial purchaser starts from the date of purchase. The sales receipt showing the date of purchase is the proof of purchase. If the proof of purchase can’t be presented to verify the warranty, the manufacturing date (refer to the serial number on the product) applies as the start of the warranty period. Yealink’ sole obligation under this Limited Warranty ceases upon the expiration of the Warranty Period.

Product Category	Product Series	Warranty Period
<b>Video Conferencing</b>	VC Room System, Video Phones;	24 months
	Yealink Meeting Server (license);	12 months
<b>Voice Communication (SIP Phone)</b>	Conference Phones, DECT Phones, T5/T4/T3/T2 Series Phones;	24 months
<b>Microsoft Teams and Skype for Business</b>	Voice Solution: Desk Phones, Conference Phones;	24 months
	Video Solution: Teams Room System, Collaboration Bar, BYOD Kits and USB Room Cameras;	
<b>Zoom Rooms</b>	Zoom Room Kit;	24 months
<b>Meeting Borad</b>	Meeting Board;	24 months
<b>Personal Collaboration Solution</b>	Speakerphones, Headsets, USB Cameras;	24 months

## 2. Warranty Service

**Hardware.** Yealink warrants to its Channel Partner and Customer that hardware will be free of defects in materials and workmanship and will conform to Yealink’s published specifications during the warranty period as specified hereinabove. Yealink may, at its option, replace your product, offer to provide a functionally equivalent product, or repair the product with new, refurbished or used parts as long as such parts are in compliance with the product’s technical specifications. WHEN A PRODUCT OR PART IS REPLACED, THE REPLACEMENT ITEM BECOMES YOUR PROPERTY AND THE REQUIRED RETURNED PRODUCT OR PART BECOMES THE PROPERTY OF YEALINK.

**Software.** Yealink warrants to its Channel Partner and Customer that software product whether pre-loaded on hardware or provided as a standalone product excluding third party application of Microsoft and Zoom as well as Windows operation system etc. will perform substantially in accordance with Yealink's published specifications during the warranty period as specified hereinabove. Yealink will provide updates, patches, bug-fixes, or software replacement, as necessary, to correct errors or malfunctions in the software products during the warranty period.

### 3. Warranty Exclusion

This Limited Warranty only applies to defects in materials and workmanship under normal use during warranty period or Defective on Arrival ("DOA"), however, does not apply to following cases:

- 1) Products with the original Serial Number or MAC Number removed, defaced or altered;
- 2) Failure to follow Yealink's installation, operation, or maintenance instructions;
- 3) Cosmetics damage due to normal wear and tear, including but not limited to scratches, color or surface differences or any damage which does not have any effect on the intended use of a product;
- 4) Operation in combination with non-Yealink furnished hardware, software, or facilities with Yealink Products (except to the extent that certified by Yealink for use as provided in the Documentation) or any damage to the Yealink Products as a result of such use;
- 5) Unauthorized product testing, modification or alteration by someone other than Yealink or Yealink Channel Partner;
- 6) Abuse, misuse, negligent acts, or omissions of the Customer and persons under Customer's control;
- 7) Damage caused by improper storage, transport or any other human factor such as collision, fire or water contact;
- 8) Damage resulting from lightning, overvoltage or incorrect mains voltage, power surge or outage, force majeure, war or other hazards;
- 9) Consumable components and wear parts are exempt from applicable Product Scope unless they are deemed to be defective on arrival, including but not limited to below items:
  - a. Connector Cables, Power Adapters, Customer-replaceable Standard Batteries or removable batteries, Power Supply units(PSU);
  - b. Ear tips, Ear tip Kits, Ear Cushions, Ear Loops and Ear Budeze;
  - c. Headbands, Neck straps, Velcro, Belt Clip;
  - d. Protective cases and pouches;
  - e. Decorative Finishes;
  - f. Enclosures and enclosure parts of plastic parts;
  - g. Shelters and covers;
  - h. Wall Mount Bracket, Table Support, TV Mount Kit;
  - i. Handset and Spiral Cord.

## 4. How to Obtain Warranty Service

In the event that Yealink Product fails to function when used for the first time or defective on arrival (“DOA”), Yealink suggests you to return the Product to the point-of-purchase from where you purchased, providing that this is within 14 days of the purchase date.

To check the warranty status to claim warranty on a Yealink Product, please contact the point-of-purchase from where you purchased the Yealink Product. Warranty claims are covered by Yealink’s local Channel Partner in its channels.

If your warranty claim cannot be processed through the point-of-purchase, you are recommended to visit the Yealink Ticket System link <https://ticket.yealink.com/> for warranty claim or technical support. Please login before creating an Issue to get priority processing and allow tracking of your issue history. You will receive a response from Yealink Support Team within two working days. Yealink’s local Channel Partner will be directed to provide you warranty service or technical support in local language and handle the return and replacement of the defective product if necessary.

For Personal Collaboration Solution Products Warranty claim, please contact Yealink by visiting the AMS system link <https://ams.yealink.com/> which is now mainly supporting the Personal Collaboration Solution Products , Yealink’s local Channel Partner will respond the return and replacement of the defective product within 24 hours on AMS system generally.

When you apply for warranty service, you shall provide: 1) eligible defective product in its original packaging; 2) the name, company name (if applicable), address, E-mail address and telephone number of Customer; 3) description of the quality problem; 4) proof of purchase clearly indicating purchaser’s name and address, purchase date, product type, and model number.

During the Warranty Period, except where prohibited by applicable law, you are responsible for shipping charges, insurance or other transportation expenses incurred when shipping the product required to return Yealink. If you return out-of-warranty Products or Products not covered under the Limited Warranty, you will be responsible for all return-shipping and other transportation expenses.

## 5. Out of Warranty Service

If your product is out of standard warranty period or your warranty claim is beyond warranty coverage of this limited warranty, please contact Yealink’s Channel Partner for applicable warranties, details and pricing available to you and further warranty questions.

## 6. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED UNDER THE LAW, YEALINK IS NOT LIABLE FOR ANY INCIDENTAL, SPECIAL PUNITIVE, STATUTORY, INDIRECT OR

CONSEQUENTIAL DAMAGES, LOSS OF PROFITS OR REVENUE, LOSS OR CORRUPTION OF DATA, TOLL FRAUD, COST OF COVER, SUBSTITUTE GOODS OR PERFORMANCE. THE TOTAL AGGREGATE LIABILITY OF EITHER PARTY FOR ALL CLAIMS ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT WILL NOT EXCEED THE TOTAL AMOUNT PAID BY THE CUSTOMER FOR THE PURCHASE OF THE PRODUCT. THIS LIMITATION OF LIABILITY AND THE CAP ON AGGREGATE LIABILITY IN THIS SECTION WILL APPLY TO ANY DAMAGES, HOWEVER CAUSED, AND ON ANY THEORY OF LIABILITY, WHETHER FOR BREACH OF CONTRACT OR TORT (INCLUDING, BUT NOT LIMITED TO, NEGLIGENCE). HOWEVER, THEY WILL NOT APPLY IN CASES OF WILLFUL MISCONDUCT AND PERSONAL INJURY.

Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers, or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to You. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives You specific legal rights which may vary depending on applicable local law.

## **7. Disclaimers**

EXCEPT AS REFERENCED AND LIMITED IN THIS DOCUMENT, NEITHER YEALINK NOR ITS LICENSORS OR SUPPLIERS MAKES ANY EXPRESS REPRESENTATIONS OR WARRANTIES WITH REGARD TO ANY PRODUCTS. YEALINK DOES NOT WARRANT UNINTERRUPTED OR ERROR FREE OPERATION OF PRODUCTS OR THAT THE PRODUCTS WILL PREVENT TOLL FRAUD. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. YEALINK DISCLAIMS ALL IMPLIED OR STATUTORY WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

THE WARRANTY REMEDIES EXPRESSLY PROVIDED IN THIS DOCUMENT WILL BE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES.

## **8. General**

This Limited Warranty applies to all Products sold under the Yealink brand, and combines and supersedes all earlier versions. If any provision of this Limited Warranty is determined to be unenforceable or invalid by court decision, this Limited Warranty will not be rendered unenforceable or invalid as a whole, and the provision will be changed and interpreted so as to best accomplish the objectives of the original provision within the limits of applicable law.

Yealink is not responsible for any warranty, support or maintenance commitments made by Channel Partner or other service providers. Yealink reserves the right to amend or change this limited warranty at its sole discretion at any time, and this Limited Warranty shall not be interpreted to create any contractual obligation by Yealink to provide support to any

specific Customer, Channel Partner or other service providers.

**Yealink Network Technology Co., Ltd.**

**(Effective from January 1st, 2022)**