

## Yealink RMA Policy for Distributor

This RMA Policy applies to Distributor that purchase Yealink Products directly from Yealink and is authorized to resale within Germany.

### 1. Product Scope and Warranty Period

For Distributor that purchase Yealink Products directly from Yealink, Yealink provides 24 months Warranty Period starting from the date of shipment with extra several months extended to cover transportation and inventory period after shipment from Yealink and 1% Spare Unit(s) for Phone and Headsets (personal devices), service kits for video products to cover RMA and Defective on Arrival (DOA) problem within the Warranty Period,. Yealink's obligation under the Limited Warranty ceases upon the expiration of the Warranty Period.

**Example of 1% Spare Units:** Distributor places an PO of 2000pcs T58A-Teams, Yealink will send Distributor with an extra of 20pcs T58A-Teams as spare units to cover RMA and DOA problem.

Product Category	Product Series	Warranty Period	Spare Unit
<b>Full Room System for Teams &amp; Zoom; USB Room Cameras; BYOD kits; Meeting Board</b>	Desk Phones; Conference Phones	<b>24 months</b> with extra 6 months to cover transportation and inventory	1% spare unit(s) for each model's PO quantity $\geq 100$ pcs
	USB Room Cameras	<b>24 months</b> with extra 6 months to cover transportation and inventory	Subject to an individual MS video Spare Parts Program
	Teams Room System; Collaboration Bar; BYOD Kits		
	Zoom Room Kit		
	Meeting Board		
<b>Voice Communication (SIP Phone)</b>	Conference Phones; DECT Phones; T5/T4/T3/T2 Series	<b>24 months</b> with extra 6 months to cover transportation and inventory period	1% spare unit(s) for each model's PO quantity $\geq 100$ pcs
<b>Personal Collaboration Solution</b>	USB Wired Headsets: UH Series QD Wired Headset: YHS Series DECT Business Headset: WH Series Bluetooth Business Headset: BH Series Portable Speakerphone: CP700/CP900	<b>24 months</b> with extra 6 months to cover transportation and inventory period	1% spare unit(s) for each model's PO quantity $\geq 100$ pcs
	VC Room System; Video Phones	<b>24 months</b>	/

Video Conferencing		(with extra 6 months to cover transportation and inventory)	
	Yealink Meeting Server (license)	12 months	/
	Demo Kit	12 months *(without extra months )	/

## 2. Warranty Service

**Hardware.** Yealink warrants to its Distributor 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. The replaced parts enjoy the original warranty period, according to the Yealink AMS record after shipment. WHEN A PRODUCT OR PART IS REPLACED, THE REPLACEMENT ITEM BECOMES YOUR PROPERTY AND THE RETURNED PRODUCT OR PART BECOMES THE PROPERTY OF YEALINK.

**Software.** Yealink warrants to its Distributor 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.

**Full Service Maintenance (FSM).** Besides 2.5-year warranty service, Yealink offers “Full Service Maintenance” for MS Video products for customers to enjoy more after-sale services. To obtain pricing of applicable Yealink Product under Full Service Maintenance (FSM), please consult Yealink’s Sales Representative.

## 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, the limited warranty does not cover:

- 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 which are without serial number are exempt from applicable Product Scope unless they are deemed to be DOA, 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;
  - j. Others.

## 4. Terms and Conditions

- 1) Adhere to this Yealink RMA policy and comply with contractual agreement, Yealink Distributor is obligated to serve as after-sales network of Yealink Product within its sales region authorized by Yealink and be responsible for RMA claims that generate from its channel customer. Distributor shall assign at least one professional and experienced technical engineer to handle product problem including identifying, diagnosing,

and trouble shooting. Yealink encourages Distributor to develop its own after-sales service ability and will provide Distributor with full supports such as technical training, repair instruction and preferable discounts for spare units and parts. Distributor is recommended to provide its channel customer with an after-sales service platform, a toll-free call-service or an email account which is accessible and responsive.

- 2) Distributor is entitled to use Spare units allocated by Yealink to cover RMA claims in Distributor's channel. When it appears that Yealink Product contains a defect in materials or workmanship within Warranty Period, Distributor shall check the eligibility of the defective product then determine to repair or replace with Spare Units. For a Defective on Arrival (DOA) unit, Distributor can replace it with a brand-new product. In case the allocated Spare Units are insufficient to cover warranty claims within the Warranty Period or FSM Period, Yealink will supplement equivalent Spare Units to Distributor with next Purchase Order after verification.
- 3) Defective products that are diagnosed as hardware problem and be solved by AMS process are requested to return to Distributors, and those are approved by Yealink to recall for trouble shooting should be returned back directly to China. Distributors has the responsibility to help Yealink collect the defective products from customers within 15 working days after customers receive replacement parts, and deal with them under the instruction from Yealink.
- 4) Due to Chinese Customs implements stringent regulations on all returned goods, defective products returned by Distributor or Customers directly will incur high expenses, duties and even risks of being discarded by the Customs. If Distributor or Customer return goods without approval, Yealink reserves the right to reject such returned goods and all expenses, duties and losses shall be assumed by Distributor or Customer.
- 5) **Out-of-Warranty** means Warranty or FSM has expired, or the defective Product is resulted from conducts that specified in Clause 3 *Warranty Exclusions*, Products shall be deemed as Out of Warranty.  
Distributor can purchase the FSM subject to the charges provided by Yealink on a case-by-case basis.
- 6) **EOL Product.** In the event of discontinuance of Yealink Product manufacturing, hardware and software technical supports will be subject to the End-of Life Announcement published by Yealink formally. Providing a repair service may not be possible in some cases due to the limitation of hardware or software architecture, Yealink in its sole discretion will determine what fixes, if any, will be provided.

## 5. RMA Delivery Fee

### 1) Within Warranty:

- Defective rate  $\leq 5\%$ : Distributor, Reseller and End User shall bear their respective RMA delivery costs except where prohibited by applicable law.
- Defective rate  $> 5\%$ : If defects are caused by batch quality problem, Yealink will bear all RMA delivery costs.

- 2) **Out of Warranty:** Distributor, Reseller and End User shall bear their respective RMA delivery costs. Return shipping costs will be charged back if the products are not covered by the Limited Warranty or requiring no warranty repair.

## 6. RMA Procedure (see flow chart in Appendix)

### 1) Received and close customer's RMA request

Customers may request RMA service to Distributor by themselves or through resellers. Distributor shall diagnose the defective products as soon as possible upon receiving the RMA request. Distributor shall determine that if it's Defective on Arrival(DOA) or not? If it's within Warranty/FSM period or not? If it's an artificial damage or not?

- If it's Defective on Arrival(DOA), Distributor shall expedite shipment of a brand-new spare unit to Customers within 2 working days after receiving the defective products and create tickets on <https://ticket.yealink.com> (Hereinafter referred as to "Ticket Website") to Yealink.
- If it's not Defective on Arrival(DOA), but within Warranty/FSM period, Distributors shall repair it by referring to Defect Checklist or replace it with Spare Units and then create tickets on Ticket Website to Yealink.
- If it's out of Warranty, Customer may choose Out of Warranty Service at their own discretion and costs.
- If it's due to artificial damage, Customer may only choose to purchase the repair service at their own discretion and costs.

When it happens that Distributor can't make sure about the eligibility of the defective, Distributor shall create tickets on Ticket Website to Yealink and works with Yealink to conclude the final conclusion.

After solving the channel's problem by repairing or replacing, Distributor is required to create tickets on Ticket Website in two working days with defective products' information within the Warranty Period (including the FSM period) otherwise such Defective Products may be deemed as Out of Warranty. Required information includes Distributor name, Reseller name, End User, MAC/SN, problem description.

### 2) Close Distributor's RMA request

After receiving the Tickets, Yealink will diagnose whether the defective products are eligible or not. For those defective products that are caused by any conducts that specified in Clause 3 Warranty Exclusions, Yealink will not provide RMA services. Yealink will collect the Tickets and analyze internally to investigate if it is caused by batch problem. If the defective products are eligible, it would be solved and closed by Yealink according to different conditions as below.

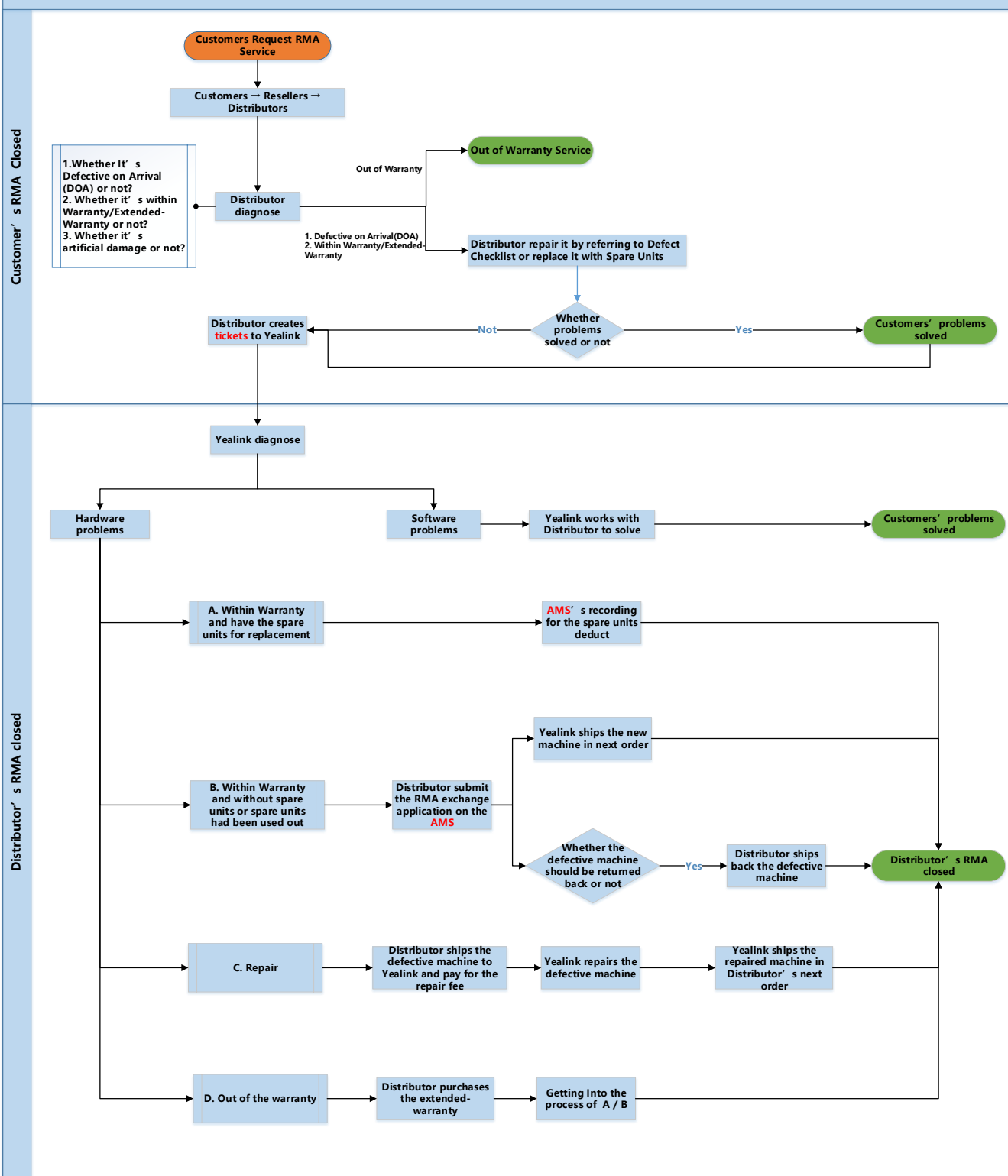
- If it's caused by software problem, Yealink Support Team will work with Distributor to solve it through Ticket Website. If problem cannot be fixed, Distributor will be instructed to expedite shipment of a product replacement to customers directly.
- If it's caused by hardware problem and within Warranty/FSM period, there are enough spare units for replacement. Ticket Website would transmit the defective products' information to Yealink's AMS system (<https://ams.yealink.com>) (Hereinafter referred as to "AMS") ,and AMS would deduct the recording of the spare units for the Distributor in the assumption of Distributor had replace the defective machines with spare units.
- If it's caused by hardware problem and within Warranty/FSM period, there are not spare units for the defective products or the spare units had been used out, Distributor shall submit the RMA exchange application on the AMS. Yealink would ship back the new machine in Distributor's next order. For those products which are approved by Yealink to return back for trouble shooting, Distributor shall provide the packing list, estimated return time, return method (by express/sea), docking contacts, docking contacts email in the same time of submit the RMA exchange application and ship back the defective machines in due time.
- For those machines which are out of the Warranty, Distributor is entitled to purchase the FSM and then getting into the normal sales service.

## 7. General

- 1) Yealink RMA Policy shall take effect from **January 1<sup>st</sup>, 2024**. Yealink reserves the right to amend or change at its sole discretion at any time.
- 2) The RMA Policy does not apply to batch quality defects caused due to manufacturing error. Appropriate solution to batch quality defects will be provided on case by case basis.

## Appendix: RMA Flow Chart

## YEALINK RMA Flow Chart



Yealink Network Technology Co., Ltd.