

USA



MANUFACTURER'S LIMITED PRODUCT WARRANTY STATEMENT

The service policies and warranty statements on this page are relevant for all EPOS Group A/S and EPOS Group A/S distributed brands. EPOS Group A/S warrants to the original purchaser that the product purchased will be free of defects related to manufacturing, parts, materials, and workmanship under normal and accepted use. Conditions under which the manufacturer's limited product warranty statement is no longer valid can be found below. EPOS Group A/S offers a worldwide warranty on its products.

This limited product warranty is EPOS Group A/S's only warranty and the customer's only remedy concerning the product. All other representations, warranties or conditions, expressed or implied, written or oral, including but not limited to any warranties or guarantees of merchantability, fitness for a particular purpose, or non-infringement, are expressly excluded. As a result, except as set forth in the previous and following paragraphs, the product is sold "as-is" and the customer is assuming the entire risk as to the product's suitability to their needs, its quality and its performance.

- EPOS Products: 2 Years

WARRANTY ELIGIBILITY STATEMENT

In order to be considered eligible for replacement under warranty, included with the item(s) must be a valid bill of sale (please see below for more information) from an authorized EPOS Group A/S retailer detailing the following information:

- Retailer's Name
- Original Date of Purchase
- Model or SKU number of the Product Purchased

- Failure to supply a bill of sale with all the required information will result in denial of warranty replacement.

All Telecommunications Headsets with "bird-band" style identifiers must have an intact, legible bird-band in order to be considered for warranty replacement.

The following types of documents, printed or electronic, are not considered valid receipts and therefore cannot be used to determine eligibility for Warranty:

- Credit Card Statements
- PayPal and/or eBay (or any other auction site) confirmations
- Bank Statements
- Bills of Lading, Bills of Material or any other type of shipping detail document

WARRANTY DOES NOT COVER

Counterfeit or "Grey Market" product or products purchased from any non-authorized EPOS Group A/S dealer.

Damage or inoperability caused by repair work performed by the end user or any non-authorized 3rd party

- Products where the identification label, serial number or safety label has been removed or altered.

Other manufacturer's equipment or reimbursement for said equipment that has been used in conjunction with a EPOS Group A/S product.

Inoperability due to lack of reasonable maintenance and care as determined by EPOS Group A/S.

Accessories or consumable items such as, but not limited to:

- Batteries
- Earbud covers
- Ear cushions and/or headphone padding
- Cable clips
- Foam microphone windscreens
- Cases

Damage: This warranty does not cover any physical and/or electrical damage resulting from, but not limited to:

- Accident
- Misuse
- Abuse
- Malicious destruction
- Acts of nature
- The temporary or permanent affixing of any items supplied or not supplied by the manufacturer with any adhesive, fastener or the like.

- Use of batteries, power supplies or any other sources of power not specifically recommended by the manufacturer.
- Repair work performed by the end-user or any non-authorized 3rd party.

TERMS AND CONDITIONS

PRODUCT ADVANCE REPLACEMENTS

EPOS Group A/S does not provide advance replacement products.

SHIPPING TO EPOS Group A/S

EPOS Group A/S will be responsible for shipping to the customer after replacement ONLY. The customer is responsible for all shipping/handling charges related to returning the product to EPOS Group A/S or one of the EPOS Group A/S authorized technical facilities. Products must be shipped in their original packaging or otherwise suitably protected to avoid damage during shipping. EPOS Group A/S will not be responsible for any damage incurred during shipment. EPOS Group A/S will only be responsible for packages that are verified as having been received into our warehouse via a shipment tracking number provided by the customer's shipping company.

SHIPPING FROM EPOS Group A/S

All packages will ship within the 50 States via UPS ground, no signature required, at no expense to the customer. International shipping, as well as other shipping methods and options, are available; however, all related charges will be the sole responsibility of the customer. Please contact EPOS Group A/S Customer Service Administration at (800) 332-7439 for details and pricing.

WARRANTY REPLACEMENTS

EPOS Group A/S may, at its discretion, choose to replace the product completely with a new or remanufactured product. In the event of product obsolescence, a suitable replacement will be chosen based upon the features, the intended use (according to EPOS Group A/S) and the retail price of the original product. In the event of product obsolescence, EPOS Group A/S cannot guarantee the same color or aesthetic attributes as the original product. All warranty replacements are guaranteed for 90 days or until the conclusion of the originally purchased product's original warranty period, whichever period of time is greater.

EXPECTED TURNAROUND TIME

The expected turnaround time is subject to product availability and therefore cannot be guaranteed. For information regarding current turnaround times for replacements please contact Customer Service Administration at (800) 332-7439

DETERMINING AUTHORITY

The EPOS Group A/S Customer Service Department will be the final determining authority for all potential warranty claims for replacement.

