



Bittel Americas Limited Product Warranty

Warranty Statement

Subject to the terms and conditions of this Warranty, this product will perform according to Bittel Americas' published specifications. If this product fails to perform to our specifications at any time during the warranty period, we will, at our option, repair or replace this product at no additional charge, except as set forth below. Repair parts or replacement products may be either new or reconditioned. All replaced parts and replaced products become our property. Bittel Americas reserves the right to replace a product with a compatible similar model with at least equivalent performance or refund a sum not to exceed Bittel Americas original purchase price.

Warranty Period

Bittel Americas offers a five (5) year warranty on UNO, 77, Neo, Mini and 38 series analog telephones. UNO, Neo, Classic and Desktop charging devices are covered by a five(5) year warranty. VOIP and Value Line Products (12 series and 32 series) are covered by a two (2) year warranty. All other products have a one (1) year warranty.

Terms and Conditions for Return Authorization for Credit (RMA):

- 1) No return will be accepted without prior written authorization by an employee of Bittel Americas and with a return authorization number issued by Bittel Americas.
- 2) Product returned for credit without an RMA remain the customer's property, even if delivered to Bittel Americas. Returns are not acceptable in lieu of payment of any outstanding invoices. All such items will be returned to the customer. If customer refuses the return, customer will be charged storage for the product at a rate of 5% of the value of the product per week from the date of original receipt of the goods by Bittel Americas.
- 3) In cases where products are return for credit, the products must be packaged correctly to prevent damage. If product arrives damaged due to improper packaging, Bittel Americas reserves the right to not accept the product for credit.
- 4) Phones returned without accessories will be subject to a refurbishing charge.
- 5) All products returned to Bittel Americas that are designated as defective, but are found not to be defective as determined by Bittel Americas' test criteria, or which are out of warranty, will remain the customer's property. Those products will not be accepted for credit against the customer's account(s), even if returned with a Bittel Americas RMA number.
- 6) Bittel Americas product returned for credit with an approved RMA is subject to a 10% restocking fee.
- 7) Bittel Americas agrees to fulfill its responsibilities under this stated warranty. Customer acknowledges and agrees that the warranty furnished by Bittel Americas is the only warranty made (or to be made) to the specific product purchased from Bittel Americas or entity reselling Bittel Americas products.

Warranty exclusions

This warranty does not cover the following:

- 1) Components or parts that are damaged, abused or misused
- 2) Any damage resulting from improper installation, maintenance or operation of the products
- 3) Any damage resulting from improper connection of the product to other equipment
- 4) Any damage resulting from unauthorized modification or repair of the product
- 5) Any damage to or discoloration of the faceplate, or discoloration of the product
- 6) Any damage incurred during transit
- 7) Force majeure
- 8) Cord, connectors and replaceable batteries
- 9) Cost incurred by the customer in removing and shipping the products to Bittel Americas for repair or replacement, and costs of reinstallation of the products
- 10) The cost and risk of loss or damage for sending products to Bittel Americas