

**Metroline Limited One Year Warranty**

**Avaya, Cisco, Fortinet, Grandstream Refurbished, NEC, Nortel, Mitel, ShoreTel, Symbol, Motorola, Metrologic, Honeywell HHP, Zebra, Datamax, Plantronics Refurbished, Polycom Products, Yealink  
(Continental United States Only)**

Metroline, Inc. refurbishes its hardware products from parts and components that are new or refurbished in accordance with industry-standard practices. Metroline warrants that the hardware products it refurbishes will be free from defects in materials and workmanship. The warranty term is one year beginning on the date of invoice, as further described below.

Damage due to shipping the products to you is covered under this warranty. Otherwise, this warranty does not cover damage due to:

- Failure to follow manufacturer specified installation, operation, or maintenance instructions
- Unauthorized system modification, movement, or alteration
- Unauthorized use of common carrier communication services accessed through the system
- Abuse, misuse, or negligent acts or omissions of the customer and persons under the customer's control; or
- Act of third parties and acts of God
- Power surges

This warranty does not cover any items that are in one or more of the following categories: accessories added to the products purchased from Metroline, date sensitive issues, software, firmware upgrades or changes.

Metroline will repair or replace, at its option, the system components that are not in good working order. Repair or replacement parts may be new or refurbished and will be provided on an exchange basis. If warranty service is required, Metroline will issue a Return Material Authorization Number. You must ship the products back to Metroline in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. Metroline will ship the repaired or replacement products to you freight prepaid to the address documented on the original invoice (excluding Puerto Rico and U.S. possessions). Shipments to other locations will be made freight collect.

Metroline owns all parts removed from repaired products. Metroline uses new and reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If Metroline repairs or replaces a product, its warranty term is not extended.

Metroline warrants and represents that, at the time each item of equipment is delivered, Metroline will be the lawful owner of such equipment, free and clear of and liens and

encumbrances (other than those which may arise from this agreement) and will have full rights, power, and authority to sell the equipment to the Buyer. Furthermore, Metroline hereby assigns to Buyer any manufacturers warranty relating to the Equipment, which is assignable. Buyer shall notify Metroline, Inc. of any dissatisfaction with the equipment within ten days after the Equipment is delivered. Failure of Buyer to notify Metroline of any dissatisfaction within the ten day period shall constitute acceptance of the Equipment by Buyer. If Metroline is notified of dissatisfaction with the Equipment, Metroline may, at Metroline sole option, accept the return of the Equipment and cancel this order, or repair or replace the defective Equipment at Metroline option and expense.

### **Ninety Day Limited Warranty**

#### **Batteries**

#### **(Continental United States Only)**

Metroline warrants that batteries, both included and replacement will be free from defects in materials and workmanship. The warranty term is ninety days beginning on the date of invoice, as further described below.

Damage due to shipping the products to you is covered under this warranty. Otherwise, this warranty does not cover damage due to:

- Failure to follow manufacturer specified installation, operation, or maintenance instructions
- Unauthorized system modification, movement, or alteration
- Abuse, misuse, or negligent acts or omissions of the customer and persons under the customer's control; or
- Act of third parties and acts of God
- Power surges

Warranty coverage for these batteries shall follow the ninety day advance replacement policy as explained below.

### **Ninety Day Advance Replacement Policy**

#### **Avaya , Cisco, Mitel, NEC, Nortel, Polycom, ShoreTel, Plantronics Refurbished, Yealink**

#### **(Continental United States Only)**

During the first 90 days from the date of invoice, Metroline will advance replace a defective product by 1) shipping a replacement product to the address documented on the original invoice via the shipping service level equivalent to the original invoice 2) including a prepaid air bill for return shipment of the defective product. Any upgrades in shipping service level not equivalent to the original invoice will be paid for by customer. Customer must have a valid credit card account on file to be eligible for advance replacement. If the defective product is not returned within fourteen business days from receipt of the advance replacement product, Metroline reserves the right to charge the

customer's credit card account on file in full for the advance replacement product including all shipping charges.

The Advance Replacement policy does not apply to wireless equipment, wireless handsets, software, firmware, or provisioning issues either locally or remotely (e.g. hosted PBX solutions). In the event that software or firmware is loaded onto a product by the customer, the Advance Replacement policy is void, and the specific product repair warranty applies.

### **Continuing Coverage**

All replacement products will continue under warranty for the original ninety day or one year warranty, as applicable, from the date of the original invoice.

### **Order Cancellation**

Order cancellation requests are honored prior to the shipment of product from our warehouse. Once an order is shipped, an order cannot be cancelled and a return for credit authorization must be requested (see Returns section below).

#### **A. Credit Card Order Cancellation**

Credit card orders can be cancelled free of charge prior to the credit card being charged by our order system. After the credit card has been charged, the following fees apply to credit card order cancellations.

##### ***Orders \$500 and above***

Subsequent to the credit card being charged, a processing fee of 4% will be applied to any order cancellation. The credit will be equal to the order total minus the 4% processing fee.

##### ***Orders under \$500***

No processing fee is applied.

#### **B. Net Terms, Prepay, and COD Order Cancellation**

Accounts with Net terms, prepay company check orders, and COD orders can be cancelled free of charge.

### **Order Refusals**

After an order is shipped from our warehouse, any refusals of the shipment by the customer will be treated as an order cancellation. The applicable order cancellation processing fee structure will apply (see Order Cancellation section above). In addition to any applicable order cancellation processing fees, the customer waives and Free Ground Shipping offer and will be charged the destination and return shipping fees.

### **Residential Deliveries**

Customers who choose to deliver an order to a residential address have the option of requiring an authorized signature for the delivery. This option provides added security for the delivery and may be selected when ordering through the internet checkout system.

The option is located under the 'Shipping Address' subsection. Customers who order over the phone also have this option and agree to specify when a signature is required whether or not the option is presented to them by a sales representative. Customers who choose to have an order delivered to a residential address and do not request a signature to be required assume all liability for the value of the package once it is delivered.

**Metroline Repair Service One Year Limited Warranty  
(Continental United States Only)**

Metroline, Inc. provides repair services for defective hardware products and uses parts and components that are new or refurbished in accordance with industry-standard practices. By requesting repair service(s), you agree that your defective hardware is comprised of multiple components, each with a probability of failure over time. Metroline warrants that the components that it repairs or replaces will produce a working product. The warranty term is one year beginning on the date of invoice, as further described below. Failure of additional components that are exclusive of those repaired or replaced by Metroline are not covered by this warranty.

Damage due to shipping the products to you is covered under this warranty. Otherwise, this warranty does not cover damage due to:

- Failure to follow manufacturer recommended installation, operation, or maintenance instructions
- Unauthorized system modification, movement, or alteration
- Unauthorized use of common carrier communication services accessed through the system
- Abuse, misuse, or negligent acts or omissions of the customer and persons under the customer's control; or
- Act of third parties and acts of God
- Power surges

This warranty does not cover any items that are in one or more of the following categories: accessories added to the products purchased from Metroline, date sensitive issues, software, firmware upgrades or changes.

Metroline will repair or replace, at its option, the system components that are not in good working order. Repair or replacement parts may be new or refurbished and will be provided on an exchange basis. If warranty service is required, Metroline will issue a Return Material Authorization Number. You must ship the products back to Metroline in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. Metroline will ship the repaired or replacement products to you freight prepaid to the address documented on the original invoice (excluding Puerto Rico and U.S. possessions). Shipments to other locations will be made freight collect.

Metroline owns all parts removed from repaired products. Metroline uses new and reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If Metroline repairs or replaces a product, its warranty term is not extended.

The term for paying for and accepting a repair service order is sixty days from the completion of repair service (date of invoice). If the repair service is not paid for within thirty days from the date of invoice, then a warehouse storage fee will ensue at a rate of \$5.00 per day. After sixty days the repaired hardware product is forfeited to Metroline.

### **Repair Service Fees**

Metroline provides repair services for defective hardware based on flat rate fees. The quoted fee covers the repair service of the defective item unless otherwise stated. Items that have no problem found or are not economical to repair are subject to a diagnostic fee that is equal to 20% of the flat rate repair fee. For items that are not economical to repair, the fee is waived if Metroline provides a comparable replacement product that is purchased by the customer.

### **Returns**

#### **(Continental United States Only)**

Prior to returning an ordered product, customers must first request a Return Materials Authorization (RMA) from Metroline. All returned items must be in their original condition with all manuals and original packaging materials included. If any returned items are found to be damaged or incomplete, Metroline will not provide credit for the return, and the customer will be charged in full for the amount of the damaged or incomplete item.

#### **A. Return Authorization Requests**

Return authorization requests must be received within 30 days of the date of invoice. If a return authorization request is granted, then an RMA will be generated with a corresponding RMA number and return instructions. After the 14 day grace period, return authorizations will not be granted.

#### **B. Restock and Processing Fees**

##### ***Destination Shipping Charges***

Free Ground Shipping offers are waived. The destination shipping charges are deducted from any refund.

##### ***New Product Returns***

A 15% restocking fee is charged on all New product returns.

##### ***Like New or Refurbished Product Returns UNDER \$500***

There are no restocking fees on Like New or Refurbished product returns under \$500.

***Like New or Refurbished Product Returns OVER \$500***

A 4% processing fee will be charged on Like New or Refurbished product returns totaling more than \$500 that were originally paid for by credit card.

***Like New IP Phone Returns***

All Like New and Refurbished IP phones are sealed with a red security tape. If the red security tape seal is broken, a 15% processing fee is applied. This fee pertains to settings specific to IP phones that must be defaulted and removed from memory.

**C. Items that cannot be returned**

- a. Standard telephone labels
- b. Laser/Inkjet printable telephone labels
- c. Door phones and paging equipment
- d. Bogen products where original manufacturer packaging has been opened or where product shows signs of previous installation

**Software Policy  
(United States Only)**

All software including software CDs, authorization codes, license keys, feature activations, and administration clients are purchased as-is and are not eligible for replacement or return.

**Pricing Policy**

Metroline reserves the right to change prices at any time.

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**Plantronics Limited Warranty Information (as stated by manufacturer)  
New Plantronics Products  
(United States and Canada Only)**

We at Plantronics realize that customer satisfaction depends not only on how the product works out of the box, but how well it performs over time. We are so confident in the quality, reliability and dependability of our products that we offer a full year warranty on all our commercial products and a one year warranty on all retail products. And we take it one step farther by enhancing the terms of the standard warranty to two full years on many of our most popular commercial products.

**Scope**

During the designated warranty period, Plantronics will replace returned products, without exception and regardless of cause, including conditions due to manufacturing defects, customer misuse or accident. No charge will be made for returned units which have "No Trouble Found." (Please see "Note", below.)

**Term**

The warranty period lasts for 12 months (or 24 months on products that specify our extended 2 year warranty) from the manufacturing date code, date of order or date of shipment, whichever is latest.

**Expedited Service**

We will ship a replacement product within one working day after we receive your returned product. To minimize the disruption to your operation, we'll ship the replacement via overnight air at our expense.

**Continuing Coverage**

All replacement products will continue under warranty for one year (or the balance of the original two year warranty period when applicable) - whichever is longest.

Through this generous product warranty, we hope you will continue to be delighted with Plantronics, our products and our service.

**Quick Web Service**

[Fill out this quick and easy online form](#) to request either in-warranty (warranty express) or out-of-warranty (premier) service.

Note: This warranty applies only to products purchased, used and returned for service in the United States or Canada. See Plantronics' limited warranty terms and conditions for full details. Outside the United States and Canada, contact your local distributor for warranty conditions and service policies.

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**Yealink Limited Warranty Information (as stated by manufacturer)**  
**New Plantronics Products**  
**(United States and Canada Only)**

<https://www.yealink.com/website-service/download/yealink-limited-warranty.pdf>

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**Grandstream Limited Warranty Information (as stated by manufacturer)**  
**New Plantronics Products**  
**(United States and Canada Only)**

**Bogen Limited Warranty**  
**Bogen Products**  
**(United States and Canada Only)**

Bogen products are warranted to be free from defects in material or workmanship for two (2) years from the date of sale to the original purchaser; except for: microphones and the remote volume control panel (RVCP) which carry a one (1) year warranty; M-Class, Black Max, Power Vector, Wall-Mount Power Vector, and Gold Seal Series Amplifiers, advanced Input and Output Modules, amplifier back boxes (BBF and BBS), wall-mount amplifier door (WMAD), Easy Design and Easy Install® speakers, and ProHold™ Series products, three (3) years; NEAR® products, five (5) years; and 70V non-amplified horn speakers, which carry a lifetime warranty. Any part of the product covered by this warranty that, with normal installation and use, becomes defective will be repaired or replaced by Bogen, at our option, provided the product is shipped insured and prepaid to: Bogen Factory Service Department, 50 Spring Street, Ramsey, NJ 07446, USA. The product will be returned to you freight prepaid. This warranty does not extend to any of our products that have been subjected to abuse, misuse, improper storage, neglect, accident, improper installation or have been modified or repaired or altered in any manner whatsoever, or where the serial number or date code has been removed or defaced.

THE FOREGOING LIMITED WARRANTY IS BOGEN'S SOLE AND EXCLUSIVE WARRANTY AND THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY. BOGEN MAKES NO OTHER WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED AND EXCLUDED TO THE MAXIMUM EXTENT ALLOWABLE BY LAW. Bogen's liability arising out of the manufacture, sale or supplying of products or their use or disposition, whether based upon warranty, contract, tort or otherwise, shall be limited to the price of the product. In no event shall Bogen be liable for special, incidental or consequential damages (including, but not limited to, loss of profits, loss of data or loss of use damages) arising out of the manufacture, sale or supplying of products, even if Bogen has been advised of the possibility of such damages or losses. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

Products that are out of warranty will also be repaired by the Bogen Factory Service Department -- same address as above or call 201-934-8500. The parts and labor involved in these repairs are warranted for 90 days when repaired by the Bogen Factory Service Department. All shipping charges in addition to parts and labor charges will be at the owner's expense. All returns require a Return Authorization number.