



Grandstream Networks, Inc. Warranty Policy

Grandstream implements our warranty coverage for our products through our Certified Partners. Grandstream offers a minimum of one(1) year Hardware and Software warranty from date of shipment. Extended Warranty coverage is also available... Warranty questions should first be directed to your appropriate Certified Partner

Hardware Warranty. Grandstream warrants to our Certified Partner that all hardware Products sold by Grandstream to our Certified Partner will be free from defects in workmanship and materials under normal use. If it appears that any Product or part thereof contains a defect in materials or workmanship, and Certified Partner notifies Grandstream in writing within the warranty period, Grandstream shall, at Certified Partner's option, repair such defective Product or part or deliver to Certified Partner an equivalent Product or part to replace such defective item as long as the Product or part thereof meets the published product specifications. If neither of the foregoing is feasible, Grandstream may, at Grandstream's sole discretion, refund the purchase price paid by Certified Partner for the defective Product. Replaced or repaired components, subassemblies or units and Spares are warranted for ninety (90) days or the balance of the original warranty period, whichever is longer.

Software Warranty. Grandstream warrants that our software programs licensed hereunder will perform in substantial conformance to the applicable program specifications during the warranty period. Grandstream warrants the media containing the software against failure and that it is free from defects in materials and workmanship. During the warranty period Grandstream warrants that it will not intentionally introduce into the Software any protection feature designed to prevent its use. It is further acknowledged that software in general is not error-free and the parties agree that the existence of such minor errors does not mean it does not perform in substantial conformance to the applicable program specification. It is explicitly acknowledged, for the avoidance of doubt, that VoIP equipment in general are not one hundred (100) per cent secure and Grandstream assumes no liability under this Agreement for any damage suffered whether by Certified Partner or End User because of encroachments by unauthorized parties. The warranty does not apply to damaged or defected products or parts when caused by improper use, abuse, incorrect installation, mismanagement, normal "wear and tear", faulty storage or by using the products outside the specifications detailed in manuals and documentations relating to the products, or outside the carrier's conditions of carriage or other handling stipulations.

TO THE FULLEST EXTENT ALLOWED BY LAW, THE WARRANTIES AND REMEDIES SET FORTH IN THIS AGREEMENT ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, CORRESPONDENCE WITH DESCRIPTION AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. GRANDSTREAM'S WARRANTIES HEREIN RUN ONLY TO

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CERTIFIED PARTNERS AND ARE NOT EXTENDED TO ANY THIRD PARTIES WHICH, FOR THE AVOIDANCE OF DOUBT, INCLUDES ANY END USERS, RESELLERS, AGENTS, OR DEALERS OF CERTIFIED PARTNERS. GRANDSTREAM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS, AND GRANDSTREAM MAKES NO WARRANTY WHATSOEVER FOR ANY NON-STANDARD PRODUCTS SUPPLIED BY IT HEREUNDER.

Warranty Periods.

Hardware warranty – Minimum one (1) year calculated from the date of delivery to Certified Partner.

Software warranty – Minimum one (1) year calculated from the date of delivery to Certified Partner.

Extended warranty – Extended warranty may be purchased, within the original warranty period for up to three(3) years in total. Please contact your Certified Partner for details, and pricing

Certified Partner shall upon request from Grandstream be able to show when the faulty products or parts were delivered.

Grandstream Product Users sole remedy for Warranty coverage rests with our Certified Partners.

Certified Partners are companies that purchase Grandstream Products directly from Grandstream Networks, Inc. For exact warranty coverage, please contact your Certified Partner, warranty coverage varies between the Regions, Products, and contractual arrangements. The details of the Warranty Coverage are detailed to each of our Certified Partners, World-Wide.

Thank you for your continued support and compliance.

Policy last revised: May 1, 2015