



CLEAR-COM TECHNICAL SUPPORT, RETURNS, AND REPAIR POLICY

In order to ensure that your experience with Clear-Com and our world class products is as beneficial, effective, and efficient as possible, we have formulated the following policies to accelerate the problem solving process and enhance your customer service experience. Our Technical Support, Return Material Authorization, and Repair Policies are set forth below. These Policies constantly evolve in order to address our Customers' and the Market's needs and are, therefore, subject to revision. Accordingly, these Policies provide general guidance, but may be changed at any time with or without notice.

TECHNICAL SUPPORT

- a) Telephone, online, and e-mail technical support will be provided by the Customer Service Center free of charge during the Warranty Period.
- b) Technical support will be provided free of charge for all software products under the following conditions:
 - i) The application, operating, and embedded software is installed on a product covered by Clear-Com's Standard Limited Warranty or valid extension thereof, and:
 - (1) The software is at the current release level; or,
 - (2) The software is one version removed from current.
 - ii) Older versions of software will receive best-efforts support, but will not be updated to correct reported bugs or add requested functionality.
- c) For Technical Support:
 - i) *North and South America, Asia-Pacific and Latin-American Regions (incl Canada, Mexico, and the Caribbean) and US Military:*
Hours: 0800 – 1700 Pacific Time

Days: Monday - Friday

Tel: 800-462-4357 (Toll Free)

+1 510 337 6600

Email: Support@Clearcom.com
 - ii) *Europe, the Middle East and Africa:*
Hours: 0800 – 2000 Central European Time

Days: Monday - Friday

Tel: +49 40 853 999 700 (or +44 1223 815027)

Email: TechnicalSupportEMEA@clearcom.com
 - iii) You may also find answers to common questions through our free public database on the web at:
<https://www.clearcom.com/support/solution-finder/>
- d) Email Technical Support is available for all Clear-Com branded products free of charge for the life of the product, or one year after a product has been classified as obsolete,

whichever comes first. To log or update a request, send an email to: Support@clearcom.com.

- e) Support for Distributor and Dealer Sales
 - i) Customers are encouraged to contact their Dealer or Distributor with their installation and technical support inquiries rather than using the Customer Service Centers directly. Distributors and Dealers will receive direct assistance from Clear-Com Systems and Applications Engineers from the pre-sales stage through to satisfactory installation for new system purchases
- f) Support for Direct Sales
 - i) Customers may utilize the Customer Service Centers once a system has been installed and commissioned by Clear-Com Systems and Applications Engineers, or in the case of project installations, once the Project Team has completed the hand-over to the Centers.

RETURN MATERIAL AUTHORIZATION

- a) Return Authorizations: All products returned to Clear-Com or a Clear-Com Authorized Service Partner for replacement or re-stocking must be identified by a **Return Material Authorization (RMA) number**.
- b) The Customer will be provided with an RMA number upon contacting Clear-Com Sales Support as instructed below.

The RMA number must be obtained from Clear-Com via phone or email prior to returning product to the Service Center. Product received by the Service Center without a proper RMA number is subject to return to the Customer at the Customer's expense.

- c) Damaged equipment will be repaired at the Customer's expense.
- d) Returns are subject to a 15% restocking fee.
- e) Advance Warranty Replacements (AWRs);
 - i) *During the first 90 days of the Standard Warranty Period:* Once the equipment fault has been verified by Clear-Com or its authorized representative, Clear-Com will ship a new or like-new replacement product within two business days, subject to product availability. The Customer will be provided with an RMA number and be required to return the faulty equipment within 15 days of receipt of the replacement or will be invoiced for the list price of a new product.
 - ii) To obtain an RMA number or request an AWR:

(1) *North and South America, Asia-Pacific and Latin American Regions, and US Military:*

Hours: 0800 – 1700 Pacific Time

Days: Monday - Friday

Tel: 800-462-4357 (Toll Free)

+1 510 337 6600

Email: SalesSupportUS@clearcom.com

(2) *Europe, the Middle East and Africa:*

Hours: 0800 – 1700 GMT

Days: Monday - Friday

Tel: + 44 1223 815000

Email: SalesSupportEMEA@clearcom.com

- iii) Note: AWRs are not available for UHF WBS Analog wireless intercom systems. UHF WBS Analog wireless intercom systems out-of-box failures must be returned to Clear-Com for repair.

- iv) Note: Out-of-box failures returned after 90 days of receipt of product will be repaired and not replaced unless approved by Clear-Com Management.
 - v) Note: AWRs are not available after 90 days of receipt of product unless an AWR Warranty Extension is purchased at the time of product purchase.
 - vi) Note: Shipping charges, including duties, taxes, and insurance (optional), to Clear-Com's factory or service center are the responsibility of the Customer.
- (1) Note: Shipping AWRs from Clear-Com is at Clear-Com's expense (normal ground or international economy delivery). Requests for expedited shipping (E.g., "Next-Day Air"), customs duties, and insurance are the responsibility of the Customer.

REPAIR

- a) Repair Authorizations: All products sent to Clear-Com or a Clear-Com Authorized Service Partner for repair must be identified by a **Repair Authorization (RA) number**.
- b) The Customer will be provided with an RA number upon contacting Clear-Com Customer Services as instructed below.
- c) The RA number must be obtained from Clear-Com via phone or email prior to returning product to the Service Center. Product received by the Service Center without a proper RA number is subject to return to the Customer at the Customer's expense.
- d) Return for Repair
 - i) Customers are required to ship equipment at their own cost (including transportation, packing, transit, insurance, taxes and duties) to Clear-Com's designated location for repair.
 - (1) Clear-Com will pay for the equipment to be returned to the Customer when it is repaired under warranty.
 - (2) Shipping from Clear-Com is normal ground delivery or international economy.
 - (3) Requests for expedited shipping (E.g., "Next-Day Air"), customs duties, and insurance are the responsibility of the Customer.
 - ii) **Clear-Com does not provide temporary replacement equipment ("loaner") during the period the product is at the factory/ service centre for repair.** Customers should consider the possibility of a prolonged outage during the repair cycle, and if required for continuous operations purchase minimum spare equipment or purchase an AWR Warranty Extension
 - iii) No individual parts or subassemblies will be provided under warranty, and warranty repairs will be completed only by Clear-Com or its Authorized Service Partners.
 - iv) Customers requesting a non-warranty repair will be provided an estimate of the total repair cost prior to the return of the equipment. In the event that Clear-Com is unable to estimate the cost of repair, the Customer may elect to return the product to the factory for an estimate (an investigation fee will apply). The Customer is responsible for shipping costs both to and from the factory in the event they choose not to accept the estimate.
 - 1. **Note:** The current hourly bench rate for labor will be charged for fault analysis, with a minimum charge of one hour. This charge will be waived if the Customer authorizes the repair.
 - 2. To expedite the repair and payment process on applicable products, by default flat rate repair prices will be quoted at the time of return authorization.
- v) The Customer must provide either a purchase order for the repair work, or will be required to make an advance payment (as a debit against the Dealer's line of credit, or credit card) prior to the repaired product being returned to the Customer.
- vi) Factory repairs are covered by a repair warranty for 180-days or the remainder of the Standard Factory Warranty period, whichever is longer.
- vii) To request a Repair Authorization number:
 - (a) *North and South America, Asia-Pacific and Latin American Regions, and US Military:*
 - Hours: 0800 – 1700 Pacific Time
 - Days: Monday - Friday

Tel: 800-462-4357 (Toll Free)

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Note: Clear-Com's Standard Limited Warranty does not cover normal wear and tear. The Customer will be charged the full cost of the repair if their equipment has been tampered with by anyone other than an Authorized Service Partner, or has been subject to damage through electrical failure, liquid damage, abuse or mishandling. The Customer Service Center will provide the Customer with a cost estimate for any such repairs prior to undertaking the work.

TECHNICAL SUPPORT AND REPAIR SERVICES FOR DISCONTINUED AND OBSOLETE PRODUCTS

The period during which Clear-Com will provide technical support and repair services in accordance with these Policies will be limited for products that are either Discontinued or designated as Obsolete.

1. A Discontinued product will be identified as a "Last-Time-Buy" and will be available for sale until the last-time-buy period end date. Phone and email support will continue for seven years from the end date of the last-time-buy period. Parts and Repair service will also continue for seven years from the end date of the last-time-buy period unless parts become unavailable, in which case parts and repair service will immediately cease.
2. Technical support for a product that has been designated Obsolete will be provided for one year after the date of such designation. Parts and repair service will be provided during that one-year period unless parts become unavailable, in which case parts and repair service will immediately cease.

At the end of the support and repair periods described above, Clear-Com will strive to provide assistance on a best-efforts basis; however, the availability of any specific parts is not guaranteed. At no time will any enhancement be offered to hardware or software that has been declared Last-Time-Buy or Obsolete.