

WARRANTY INFORMATION

Headset Solutions understands that customer satisfaction depends not only on how the product works out of the box, but how well it performs over time.

Warranty on each Brand of product offered by Headset Solutions differs from manufacturer to manufacturer; it is important to refer to the information below and include the correct warranty terms on all customer quotations.

Please note the exclusions per product / product category to prevent disappointment.

WARRANTY PERIOD

BRAND	PRODUCT CATEGORY	WARRANTY PERIOD (YEARS)	CONTINUING COVERAGE
PLANTRONICS	Call Centre products	2	Balance of the original warranty period from date of purchase.
	Office products	2	
	Unified Communication products	2	
	Mobile	2	
	Computer	2	
	Exceptions :		
	Blackwire Series	1	
	SP11 and SP12	1	
ASTRA	IP Phones	1	Balance of the original warranty period from date of purchase.
FANNY WANG	Headphones	1	Balance of the original warranty period from date of purchase.
MILI and DEXIM	Chargers Sold without warranty, no sale or return. No out of box failure replacements.		Zero

Limited Warranty Terms and Conditions

WHAT WE WILL DO TO CORRECT WARRANTY FAILURES

We will, at our option, repair or replace the Products that conform to Headset Solutions warranty conditions. We may use functionally equivalent reconditioned / refurbished / remanufactured / pre-owned or new Products or parts.

WHAT THIS WARRANTY DOES NOT COVER

This limited warranty does not cover:

- Counterfeit or grey imports
- Defects caused by (a) accident, fire, misuse, neglect, unusual physical or electrical stress, or modification; (b) improper or unauthorized installation, wiring, repair, or testing; or (c) any other cause beyond normal usage.
- Products that are operated in combination with ancillary or peripheral equipment or software not furnished or otherwise certified by Headset Solutions for use with the Products ("ancillary equipment"), or any damage to the Products or ancillary equipment as a result of such use. Among other things, "ancillary equipment" includes batteries, chargers, adapters, telephone headset, connector cable, and power supplies not manufactured or supplied by Headsetsolutions or it's suppliers. Any of these voids the warranty.
- Someone other than Headset Solutions (or its authorized service centers) tests, adjusts, installs, maintains, alters, modifies or services the Products in any way. Any of these voids the warranty.
- Products that have: (a) serial numbers or date tags that have been removed, altered or obliterated; (b) board serial numbers that do not match each other, or board serial numbers that do not match the housing; or (c) nonconforming or housings or parts. Any of these voids the warranty.
- Consumable spares and accessories, such as:
Cases and case parts , Modular Plugs, Cables, Cradles, Headbands, Lanyards, Pouches, Voice Tubes, Decorative Finishes, Switches, Eartips, Eartip Kits, Ear Cushions, Ear Loops and Ear Budeez™

OUT OF WARRANTY FAILURES

Products failing outside of their warranty period, or where the cause of failure is not covered by the Headset Solutions warranty, will be quoted for replacement.

Should additional information be required, please contact us at 021-840 2200 or visit www.headsetsolutions.co.za / service and warranty