

## Grandstream Networks, Inc. Warranty Policy

( [The "Policy"](#) )

**Grandstream Networks, Inc. (“Grandstream”)** implements our warranty coverage for our products exclusively to our certified partners (“Certified Partners”). Grandstream offers our Certified Partners a minimum of one (1) year hardware and software warranty from date of shipment, which applies only to products Grandstream has sold directly to the applicable Certified Partner seeking coverage. Warranties are not transferrable. Extended warranty coverage is also available. Warranty questions from End Users should be directed to the appropriate Certified Partner. Products purchased by or from an unauthorized dealer/seller, and products with the original factory serial number removed, defaced or altered, will not receive the original manufacturer’s warranty coverage.

Certified Partners are companies that purchase Grandstream Products directly from Grandstream and that adhere to Grandstream’s sales and marketing practices.

**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 during the warranty period specified below. 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, and as its sole and exclusive remedy 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 under the terms of this Policy for ninety (90) days or the balance of the original warranty period, whichever is longer.

**Software Warranty.** Grandstream warrants to our Certified Partner that our software programs licensed hereunder will perform in substantial conformance to the applicable program specifications during the warranty period specified below. 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 is not one hundred (100) percent secure and Grandstream assumes no liability under this Policy for any damage suffered whether by Certified Partner or any end user because of encroachments or other activities by unauthorized parties. The warranty does not apply to damaged or defective 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 CERTIFIED PARTNERS OF Grandstream Networks, Inc. 126 Brookline Avenue, 3rd Floor Boston, MA 02215 Tel: 617 566-9300, Fax: 617 249-1987, 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 to Certified Partners** – Minimum One (1) year calculated from the date of delivery to Certified Partner. Only applicable for products purchased by Certified Partner directly from Grandstream Networks.

**Software warranty to Certified Partners** – Minimum One (1) year calculated from the date of delivery to Certified Partner. Only applicable for products purchased by Certified Partner directly from Grandstream Networks.

**Extended warranty to Certified Partners** – Extended warranties may be purchased by Certified Partners, within the original warranty period for up to three (3) years in total. Extended warranty only available for products purchased by Certified Partner directly from Grandstream Networks. To obtain the terms applicable to such extended warranty, please contact

**NOTICE TO END USERS: NOTICE TO END USERS:** This warranty offer is solely between Grandstream and its Certified Partners. Your sole remedy for warranty coverage rests with our Certified Partners and the coverage, if any, that they have agreed to provide to you. Warranty coverage may vary among Certified Partners, regions, products, and contractual arrangements. Please contact your Certified Partner for applicable warranties, details and pricing available to you

from your Certified Partner, and for any warranty questions. For more information regarding limitations on our warranty, please see our Online Marketplace Warranty Limitations Policy available [here](#).

Thank you for your continued support and compliance.

Policy last revised: August 17, 2018