

# Warranty Card

Dear customer,

Thanks for using Yeastar product. To protect your rights, please read the following carefully after purchased products:

## I . This limited warranty does not cover the following cases, Yeastar can provide paid service :

- (a) Loss of or damage to the Products due to abuse, mishandling, improper packaging by you, alteration, accident, electrical current fluctuations, failure to follow operating, maintenance or services performed by someone other than Yeastar, or an authorized service center ;
- (b) Without limiting the foregoing, lightening, water damage, sand/corrosion damage, dropping the equipment, scratches, abrasions or damage to the body, LED or damage to the connectors or cables, adapter or module, will be presumed to have resulted from misuse, abuse or failure to operate the Products as set forth in the operating instructions ;
- (c) Use of parts or supplies (other than those sold by Yeastar) that cause damage to the Products or cause abnormally frequent service calls or service problems ;
- (d) If the Products had their serial number or dating altered or removed ;
- (e) Warranty card does not bear the corresponding model and/ or the serial number of the product unit ;
- (f) Other non-product design, technology, manufacturing, quality and other issues as a result of failure or damage ;
- (g) Any defect caused by transportation or loading during return voyage ;
- (h) Damage caused by abnormal use under warranty.

## Special Explanation :

- Returns of defective hardware inside of 30 days on proof of purchase are acceptable. A technical support technician will determine, after troubleshooting, if the problem qualified for replacement service. A new unit will be available if determined replacement is necessary and there are no scratches on appearance. Products should be properly returned at customer' s expense. Yeastar or dealer shall, at its expense, deliver to customer reconditioned product of the same type/ model or one equivalent to replace the defective item. All products that are replaced shall become the property of Yeastar. Non-defective item will be returned as

the original.

- This warranty card and your invoice of sale must be presented for warranty service. If lost it will not be re-issued and the warranty period will start from the date of manufacturing.
- Sender will responsible for the one-way delivery cost.

## II . Warranty Table :

Product Name	Specification	Warranty Period	Service Way
MyPBX Serial & Hardware Card Serial		3 Years	Return to Depot Service
BizFAX E Serial		3 Years	Return to Depot Service
NeoGate Serial		3 Years	Return to Depot Service

## III . Before getting the RTD service, please obtain the technical support to confirm the faulty at first.

## IV . E-mail support directly [support@yeastar.com](mailto:support@yeastar.com) or via our Web site at [www.yeastar.com](http://www.yeastar.com) Business hours: Monday-Friday 8:30 a.m.-20:00 p.m. GMT+8, excluding holidays.

## V . These regulations come into force upon promulgation.

## VI . Yeastar Technology Company Limited reserves all rights including interpretation and modification to this warranty policy.