

WARRANTY FOR BITTEL TELEPHONES

Warranty :

Subject to the terms and conditions of this Warranty, this telephone will perform according to Bittel 's published specifications. If this telephone fails to perform to our specifications at any time during the warranty period, we will, at our option, repair or replace this telephone at no additional charge, except as set forth below. Repair parts or replacement telephones may be either new or reconditioned. All replaced parts and replaced telephones become our property. Bittel reserves the right to replace a telephone with a compatible similar model with at least equivalent performance or refund a sum not to exceed Bittel original purchase telephone price.

Warranty Period:

Bittel offer to the end user a 5 year warranty on analogue telephones and a 2 year warranty on IP and Cordless telephones.

Return Authorization for Credit (RMA):

1. No return will be accepted without prior written authorization by an employee of Bittel and with a return authorization number issued by Bittel.
2. Phones returned for credit without a Bittel return authorization signed by an employee of Bittel remain distributor's property even if delivered to Bittel. Returns are not acceptable in lieu of payment of any outstanding invoices. All such items will be returned to distributor. If distributor refuses the return, distributor will be charged storage for the units at a rate of 1% of the value of the phones per week from the date of original receipt of the goods by Bittel.
3. Phones received for credit in a damaged condition due to improper packing by distributor or end-users will not be accepted for credit.
4. Phones returned without boxes or accessories will be subject to a refurbishing charge of not more than \$5.00 per phone.
5. All phones returned to Bittel that are designated as defective, but are found not to be defective, as determined by Bittel test criteria, or which are out of warranty, will remain distributor's property. Those phones will not be accepted for credit against distributor's account even if returned with a Bittel return authoritative.

Terms and conditions:

- 1、 Bittel will enclose, as part of the Product package, a warranty with respect to the physical product enclosed therein which is identical to the warranty contained in the then current Documentation.
- 2、 Bittel agrees to fulfill its responsibilities under the warranty delivered with the Product. Distributor acknowledges and agrees that the warranty furnished by Bittel is the only warranty made (or to be made) with respect thereto.
- 3、 Bittel will supply to distributor 2% spares on order quantities over 50 telephones to ensure any “out of box” telephone failures can be immediately addressed at site.
- 4、 Distributor will be on behalf of Bittel to carry out the warranty policy in their Territory, Bittel commits to supply the various materials/telephone parts or new phones to distributor free of charge in the first calendar year of warranty period to repair, but will charge the low real cost price to distributor for the left four years for analogue phones or one year for the SIP IP or Cordless phones.
- 5、 The administration of the above warranty process within the distributor territory will be the responsibility of distributor on behalf of Bittel the manufacturer and distributor will levy no charges to Bittel in respect of these services, distributor will collect and asses any such warranty claims and make a reasonable judgement on the validity of these claims.
- 6、 Distributor will make an attempt to rectify any valid claim and only in the event this rectification process cannot be achieved by distributor, distributor will then return the faulty goods to Bittel for repair or replacement of the faulty items after the negotiation with Bittel, distributor will also carry the cost of returning qualifying defective goods to Bittel (except in the cases of a faulty major batch shipment) and Bittel will then send out the repaired or replaced products to the end user at Bittel’s own cost.

Warranty exclusions:

This warranty does not cover, the following:

- 1、 Products or parts which are damaged, abused or misused of the phone;
- 2、 Any damage resulting from improper installation, maintenance or operation of the products;
- 3、 Any damage resulting from improper connection of the telephone to other equipment;
- 4、 Any damage resulting from unauthorized modification or repair of the telephone;
- 5、 Any damage to the faceplate or discoloration of the telephone;
- 6、 Any damage in transit.
- 7、 Force majeure;
- 8、 Cord, connectors and replaceable batteries;
- 9、 Cost incurred by the customer in removing and shipping the products to Bittel for repair or replacement, and costs of installations of the products;
- 10、 The cost and risk of loss or damage for sending the products to Bittel;
- 11、 This warranty includes the telephone hardware only, but does not include any other hardware or software ,or any devices properly connected to ,and not part of the telephone.