



Yealink Microsoft Devices AMS Program for End Users

1. Purpose

The Yealink Microsoft Teams / SFB Devices Assurance Maintenance Services (AMS) Program provides a comprehensive suite of bundled services that help you protect your investment, maximize its value, and ensure optimal performance throughout the life of the Microsoft Teams / SFB Devices. AMS enables you and your customers to obtain high-quality, rapid, and professional service after purchase.

2. Applicable Products:

Yealink Room System for Microsoft, as well as Audio Devices

3. Definitions

“AMS Validity Period” means the period covered free AMS warranty period and paid extended warranty period.

“AMS Warranty Period” means that each Teams Device includes free AMS warranty from the date of purchase.

- a. MS Desktop Phone: 12 months
- b. MTR\Collaboration: 24 months
- c. Headset: 24 months

“Extended-Warranty Period” means the period calculated from the first date when AMS Warranty Period expired. Extended-Warranty Service shall be purchased from 1

to 3 years consecutively on a yearly basis. For avoidance of doubt, the gap period between the date when AMS Warranty Period expired and the purchase date of Extended-Warranty shall be covered and purchased as well.

4. AMS Service Introduction

- 1) During the AMS validity period, you have complete access to hardware maintenance services and software updates.
 - a) **Yealink Software.** (Not including the application of Microsoft and Zoom as well as Windows operation system) Yealink warrants to the original Licensee that the software will conform to Yealink's published specifications during the AMS validity period. Yealink will provide updates, patches, bug-fixes, or software replacement, as necessary, to correct errors or malfunctions in the software during the validity period.
 - b) **Hardware.** Yealink warrants to the original Licensee that the hardware will be free of defects in materials and workmanship and will conform to Yealink's published specifications during the AMS validity period. If there is a Defective on Arrival (DOA) Yealink will provide through their Distributor replacement and if there is a hardware failure or malfunction during AMS validity period, Yealink will provide maintenance service.
 - c) **Disclaimer.** This warranty shall not apply to: a) Failure to follow Yealink's installation, operation, or maintenance instructions. b) Unauthorized product modification or alteration. c) Abuse, misuse, negligent acts, or omissions of the Customer and persons under Customer's control. d) Acts of third parties, force majeure factors, accident, fire, lighting, power surges or outages, or other hazards.
- 2) Once Yealink Distributor received the defect devices, they will ship the replacements in two working days.

5. AMS Procedure

Customers with defective units, which is covered under an AMS warranty, are protected by the AMS service.

- 1) If you received a unit which is Defective on Arrival (DOA) (operation failure at the first time of installation), please inform device supplier or Yealink Distributor. After Yealink Distributor determine the unit as a DOA, you need to send back the defective unit to the supplier or Yealink Distributor on own resource and responsibility. Yealink Distributor will send a brand-new replacement unit to customer within 2 business days after receiving the defective unit
- 2) If your device meets some problem during AMS validity period (free or extended), please describe the problem to device supplier, which will identify and diagnose the incident.
 - The unit is not defective (customer considers it as a defective Due to improper operation), then it will enter routine maintenance.
 - The unit is defective, then it will enter RMA procedure.

- 3) If your unit meets some problem out of AMS validity period
 - You decide to extend AMS, then the defective unit will re-enter AMS procedure.
 - You decide not extend the AMS service, then the defective unit will enter repair procedure at your own expense.

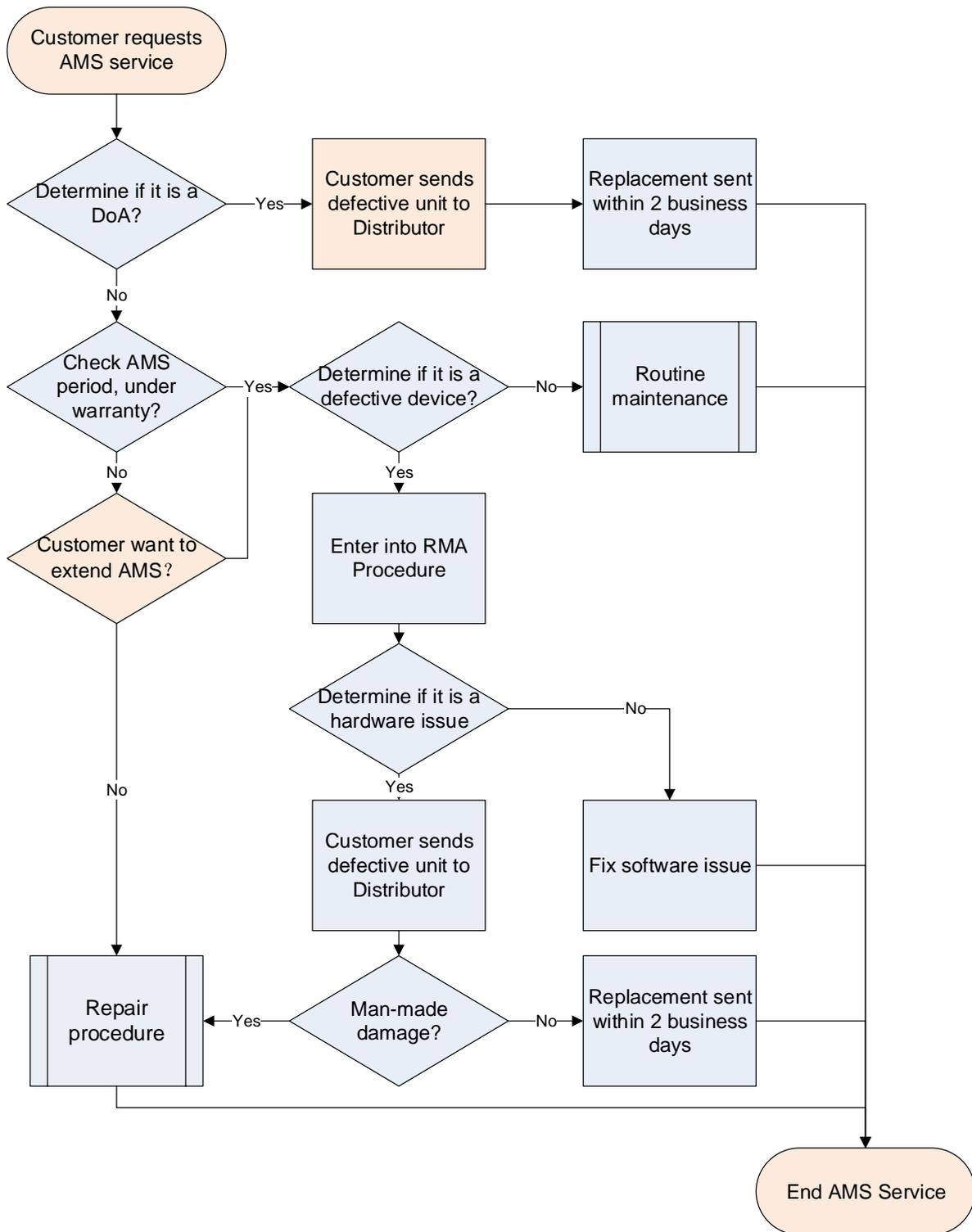
RMA Procedure: You can request RMA service to device supplier which will determine if the unit is caused by a hardware problem or a software problem.

- 1) If it is a hardware problem, you should return the defective unit to either the supplier or the Yealink Distributor for further check.
 - If it is a problem caused by human action, the defective unit will enter repair procedure at your own expense.
 - If it is a device-self problem, Yealink Distributor will within 2 business days after receiving the defective unit ship a product replacement when the defect is confirmed as device-self problem.
- 2) If it is a software Problem, technical engineer shall upgrade, patch and bug-fix the software errors until normal operation is resumed.

In addition, the following information need to be provided to Yealink Distributor when entering RMA procedure:

- Product SN/MAC
- Description of failure
- Customer ship-to address
- Company name
- Contact name
- Contact phone and E-mail

AMS Procedure Flow Chart (Your involved activity is in orange)



Note:

- For defective units within warranty, customer should pay the transportation cost to send it back to Yealink Distributor, and Yealink Distributor will pay the transportation cost when send replacement units to you.
- Once there is a replacement, the new unit will inherit the AMS length period from the defective unit.
- The replacement unit in AMS time should be in general the same unit as the one which is reported defective. Due to that products are constantly innovated and updated the situation can occur that the applicable product has gone End of Life. In this situation the replacement product will be an equivalent product.
- Repair Procedure contains hardware issue paid repair and free resolution for software issue. The defective hardware needs to send back to Yealink, and customer needs to pay for the transportation cost.

6. Terms of AMS Purchasing

Please notice that if you want to purchase Extended-Warranty Service after AMS Warranty expired or when there are defectives detected, in order to reactivate the AMS account that has already expired after initial warranty, you shall pay **Re-Activation Fee** and **Extended-Warranty Fee** to cover the gap period and Extended-Warranty period as well. Meanwhile, you shall purchase extended-warranty for all units in the same order. Extended-warranty is valid from the expiry date of initial warranty. No AMS price discount will be granted under this circumstance.

The detail prices information about each unit, you can ask Device Supplier or Yealink Distributor.

Yealink reserves the right, in its sole discretion, to supplement or modify program information.

Yealink Network Technology Co., Ltd.