

PURCHASING MANAGEMENT :

# RETURN POLICY



[www.ubity.com](http://www.ubity.com)

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# PROCEDURE

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## 1 REPORTING

You must send an email to [orders@ubity.com](mailto:orders@ubity.com) with the following information :

- ✓ Make and model
- ✓ MAC address or Serial Number
- ✓ Date of purchase and invoice number
- ✓ Contact person for file follow-up (name, e-mail and contact information)
- ✓ Problem(s) encountered

## 2 CONFIRMATION

Upon receipt of this information, we will send you a confirmation with the file number and a return authorization if applicable. Often, problems can also be solved remotely by adjustments on the device.

The material must be returned to us for testing and analysis. For that, you have two options :

- Ubity takes care of the transport
- You can do it with your service. It is then imperative that you wait for the return authorization e-mail.

If you wish, we can send the loan material before we have received the defective material, but this material will be invoiced to you for purposes of traceability.

A credit will be generated upon return of the loan equipment or when we have received confirmation from the vendor of the warranty.

**Caution:** *The loan equipment must be returned in the same condition, in its original box and with all its accessories.*

### 3 REPORT

Once the goods have been received at our offices, we will test them and send you a report with the decision on warranty.

### 4 FEES

For one (1) month from the date of purchase, Ubity will replace the defective equipment at no charge to the customer: Ubity will pay the standard return shipping costs. If you want express delivery, additional costs will be charged.

During the rest of the warranty period, Ubity replaces the defective material for you, but expedition and return costs to Ubity are your responsibility.

### 5 WARRANTY PERIOD

As a reminder the warranty period of our products is 1-year except for used products, which, as mentioned at the time of sale will be a maximum of 6 months. *Yealink* phones have a 2-year warranty period.

**Attention:** *For headsets, we do not offer warranty support.*