



ADVANCE WARRANTY REPLACEMENT PROGRAM

Customers know... The show must go on - - -

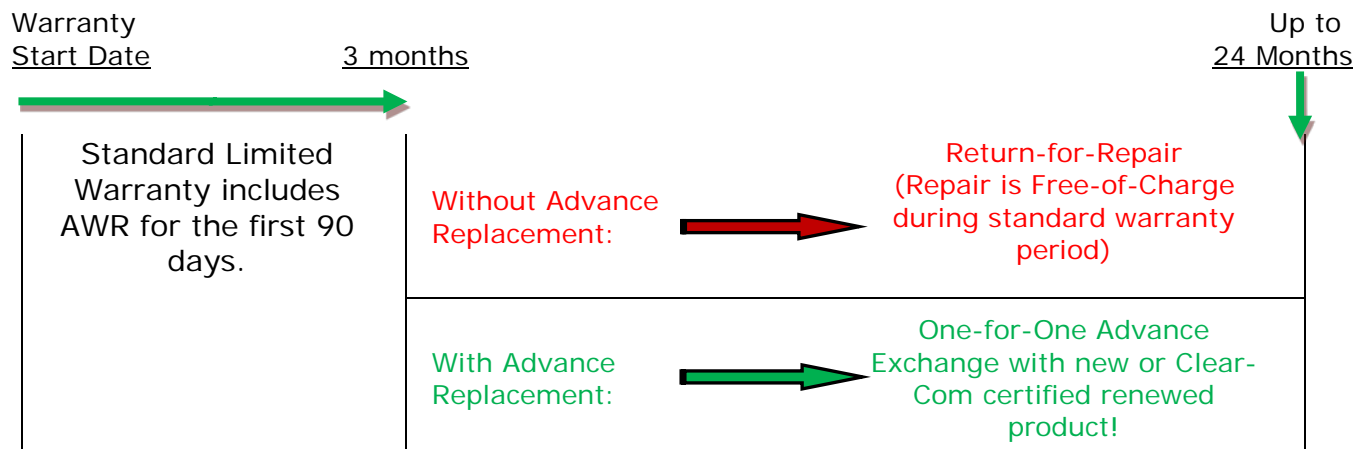
and so must the intercom! Sometimes waiting for a piece of equipment to be repaired doesn't meet your mission-critical requirements. You need a quick and easy replacement if the intercom system is down.

Clear-Com offers the Advance Warranty Replacement Program (AWR), adding up to 21 months to our standard 3 month replacement warranty from the date of initial purchase. If a Clear-Com product covered under the Advance Warranty Replacement Program should fail, a replacement will be provided to you. Period. It's that easy. All you pay is shipping to and from our factory.⁽¹⁾



Program Overview

Clear-Com's Advance Warranty Replacement program is an agreement between Clear-Com and you, our Customer, to provide a new or Clear-Com certified refurbished product to replace a defective product during the term of the Advance Warranty.⁽²⁾ Once you purchase an Advance Warranty contract and submit the Warranty Registration form, Clear-Com does the rest!⁽³⁾



All new Clear-Com products can be covered under the Advanced Warranty Replacement Program except the following:

- Handsets, Batteries
- WBS Analog Wireless products
- Cables, Accessories, and Other Consumables

Signing up is easy!

You must purchase coverage within 90 days of the Warranty Start Date:

- Tell us you would like to enroll in the Advance Warranty Replacement Program.
- Contact your Clear-Com Authorized Dealer or SalesSupportUS@Clearcom.com to purchase an AWR contract.
- Download and complete the Warranty Registration form: https://clearcom.com/DownloadCenter/supportdocs/Clear-Com_Product-Warranty-Registration-Form.docx
- You will receive an Advance Warranty Replacement contract number to keep on file.
- Note: Only the serial numbers that are registered will qualify for Advance Warranty Replacement coverage.

If you ever need to use your AWR contract...

Replacing a product covered under the Advance Warranty Replacement Program could not be easier:

- Follow the Return Materials Transaction (RMT) process to request an RMT number.
- Customers should send an e-mail to Support@Clearcom.com or contact SalesSupportUS@Clearcom.com with a description of the problem.
- You provide your Warranty contract number and product serial number.
- Clear-Com will issue an RMT number upon verification of contract.
- Our target is to ship next business day, subject to product availability. If we fail to ship within 10 business days, Clear-Com will pay the shipping⁽¹⁾.
- An invoice will be sent to you along with the replacement product.
- You have up to 15 days to return the original product to Clear-Com after receiving the replacement product, or keep the original product and simply pay the invoice.
- A credit will be issued once Clear-Com receives the original product.⁽⁴⁾

Questions?

Please contact:

- Your Clear-Com Regional Sales Manager
 - See www.clearcom.com/contact/sales-contacts
- Customer Services:
 - By email: Support@Clearcom.com
 - By phone: +1-510-337-6600

⁽¹⁾ Expedited shipping (E.g. Next-Day Air, Overnight, etc.), insurance, customs and duties, and other shipping charges are the responsibility of the Customer.

⁽²⁾ Misuse, normal wear-and-tear, and use other than to Clear-Com's specifications are not covered.

⁽³⁾ See https://clearcom.com/DownloadCenter/supportdocs/Clear-Com_AWR-Terms-and-Conditions.pdf for program details.

⁽⁴⁾ No restocking fee applies if all original parts and accessories are returned with the original product.