



Poly Product Warranty Guide

Use the chart below to determine the warranty periods applicable to Poly's limited warranty for non-headset products.

Product Name/Family	Software Warranty (bug fixes only)	Hardware Warranty (return to factory repair)	Hardware Warranty (repair cycle time)
Video Endpoints			
RealPresence Group Series	90 days	1 year	30 days
Poly Medialign	90 days	1 year	30 days
RealPresence Utility Cart 500	90 days	1 year	30 days
RealPresence VideoProtect 500	90 days	1 year	30 days
RealPresence EduCart 500	90 days	1 year	30 days
Poly G7500	90 days	1 year	30 days
Poly G200	90 days	1 year	30 days
Poly G80-T	90 days	1 year	30 days
Poly G40-T	90 days	1 year	30 days
Poly G10-T	90 days	1 year	30 days
Poly GC8	90 days	1 year	30 days
Poly Studio	90 days	1 year	30 days
Poly Studio E70	90 days	1 year	30 days
Poly Studio P Series	90 days	2 years	30 days
Poly Studio X Family	90 days	1 year	30 days
RealPresence Desktop for Mac	90 days	N/A	N/A
RealPresence Desktop for Windows	90 days	N/A	N/A
ISDN Gateway	90 days	1 year	30 days
Video peripherals (purchased from Poly)	90 days	1 year	30 days
Voice			
Poly CCX Series	90 days	1 year	30 days
Poly VVX Series	90 days	1 year	30 days
Poly Edge Series	90 days	1 year	30 days
Poly Trio Series	90 days	1 year	30 days
PSTN conference phones	90 days	1 year	30 days
VoIP conference phones	90 days	1 year	30 days
SoundStructure products	90 days	1 year	30 days
OBi ATA Series products	90 days	1 year	30 days
Poly Rove Products	90 days	1 year	30 days
Poly Sync Products	90 days	2 year	30 days
Infrastructure			
Poly Rack Server Series	90 days	1 year	30 days
ContentConnect	90 days	N/A	N/A

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Infrastructure			
Poly Clariti	90 days	N/A	N/A
RealPresence Collaboration Server, Virtual Edition	90 days	N/A	N/A
RealPresence Collaboration Server (RMX) Series	90 days	1 year	30 days
RealPresence DMA, Appliance Edition	90 days	N/A	N/A
RealPresence DMA, Virtual Edition	90 days	N/A	N/A
RealPresence Resource Manager, Appliance Edition	90 days	N/A	N/A
RealPresence Resource Manager, Virtual Edition	90 days	N/A	N/A
RealPresence Web Suite	90 days	N/A	N/A
Immersive Telepresence and Vertical Solutions			
RealPresence Immersive Studio	90 days	1 year	30 days
RealPresence Immersive Studio Flex	90 days	1 year	30 days
Custom products	90 days	1 year	30 days
Hardware Upgrades and Return Material Authorizations (RMAs)			
All products	90 days or balance of original product warranty period, whichever is longer.	90 days or balance of original product warranty period, whichever is longer.	

The preceding chart is a summary of the warranty periods applicable to Poly’s limited warranty for products. The terms and conditions applicable to Poly’s limited warranty are as set forth below (and are also included in the documentation packaged with new Poly products):

LIMITED HARDWARE WARRANTY

Poly warrants to the end user (“You” or “Your”) that the hardware product will be free from defects in workmanship and materials, under normal use and service, for one year, or such longer period as Poly

may announce publicly from time to time for particular products, from the date the product is shipped by Poly or its Authorized Reseller. Poly’s sole obligation under this express warranty shall be, at Poly’s option and expense, to repair the defective product or part, deliver to You an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, Poly may, in its sole discretion, refund to You the purchase price paid for the defective product.

All products that are replaced will become the property of Poly.

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Replacement products or parts may be new or reconditioned. Poly warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Poly must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Poly until the returned item is received by Poly. The repaired or replaced item will be shipped to You, at Poly's expense, not later than thirty (30) days after Poly receives the defective product, and Poly will retain risk of loss or damage until the item is delivered to You.

LIMITED SOFTWARE WARRANTY

Poly warrants to You that the software product (whether pre-loaded on hardware or provided as a standalone product) will perform substantially in accordance with the accompanying documentation for a period of ninety (90) days from the date the hardware product is shipped by Poly or its Authorized Reseller or the software is initially download by You, as applicable.

Poly's sole obligation under this express warranty shall be, at Poly's option and expense, to repair or replace the defective software, or if neither of the two foregoing options is reasonably available, Poly may, in its sole discretion, refund to You the purchase price paid for the defective product. Any replacement software will substantially conform to the accompanying documentation and be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer.

EXCLUSIONS

Poly will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow Poly's installation, operation, or maintenance instructions;
- Unauthorized product modification or alteration;
- Unauthorized use of common carrier communication services accessed through the product;
- Abuse, misuse, negligent acts or omissions of Yours and persons under Your control; or
- Acts of third parties, acts of God, accident, fire, lighting, power surges or outages, or other hazards.

WARRANTY EXCLUSIVE

If a Poly product does not operate as warranted above, your sole remedy for breach of that warranty shall be repair, replacement, or refund of the purchase price paid, at Poly's option. Poly does not warrant that your use of the software will be uninterrupted or error free, or that all defects in the software will be corrected. For software products, you assume full responsibility for the selection of the software product to achieve your intended results and for the installation, use and results obtained from the software product. To the full extent allowed by applicable law, the foregoing warranties and remedies are exclusive and are in lieu of all other warranties, terms, or conditions, express or implied, either in fact or by operation of law, statutory or otherwise, including warranties, terms, or conditions of merchantability, fitness for a particular purpose, satisfactory quality, correspondence with description, and non-infringement, all of which are expressly disclaimed. Poly neither assumes nor authorizes any other person to assume for it any other liability in connection with the sale, installation, maintenance or use of its products.

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SUPPORT & SERVICE AGREEMENTS

Product support and services are covered under a separate services agreement. If You purchased Your product from a Poly Authorized Reseller contact the Authorized Reseller for information about support and service agreements applicable to Your product. For information on Poly service, go to the Poly website www.poly.com, products and services menu, or call 1-800-765-9266, outside the US call 1-408-586-3837, or Your local Poly Office, as listed on the Poly website.

Limitation of liability. To the full extent allowed by applicable law, Poly excludes for itself and its suppliers any liability, whether based in contract or tort (including negligence), for incidental, consequential, indirect, special, or punitive damages of any kind, or for loss of revenue or profits, loss of business, loss of information or data, or other financial loss arising out of or in connection with the sale, installation, maintenance, use, performance, failure, or interruption of its products, even

If Poly or its authorized reseller has been advised of the possibility of such damages, and limits its liability to repair, replacement, or refund of the purchase price paid, at Poly's option. This disclaimer of liability for damages will not be affected if any remedy provided herein shall fail of its essential purpose.

DISCLAIMER

Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers, or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to you. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights which may vary depending on applicable local law.

