

Yealink RMA Policy

In order to improve the customer satisfaction on Yealink products, standardize the procedures for RMA, and eliminate and reduce the time wasted and unnecessary cost incurred for RMA, Yealink hereby releases this RMA Policy. Please read the following carefully.

I. Definitions of Spare Unit and Warranty Period

1. Spare Unit

Yealink will provide distributors with spare unit at the rate of purchase volume×1% for each order. The models of spare units are based on the percentage of each model the order.

For example, if a distributor place an order of 6000pcs T20P and 4000pcs T28P, Yealink will provide the distributor with 60pcs T20P and 40pcs T28P as spare units.

2. Warranty Period

Warranty Period=**Shipping Date** + Eighteen (18) Months;

For example,

If a Yealink product is shipped in March 2014. The warranty period will continue into September 2015.

Yealink will check whether the defective unit is within the warranty period by referring to the date that distributors submit the “*Yealink Defective Unit List*” (“Defective Unit List”). Please find the attached file.

If distributors submit the Defective Unit List concerning defective units within the stipulated period (=Shipping Date+18 months), the products are regarded to be warranted by Yealink; otherwise, the warranty period is deemed to have expired.

II. RMA Policy

1. Chinese custom implements very strict rules on returned goods. In the event that any goods is returned without any confirmation from Yealink sales representative or any relevant packing information provided, the custom clearance will cost much more time and incur high expenses. Worse still, such returned goods will be discarded. Where any goods are returned in such manner, all expenses caused thereby shall be assumed by the distributor, and Yealink has the right to refuse the acceptance of such goods.
2. For the purpose of improving the quality of products, Yealink will conduct analysis over all problems arising. The Defective Unit List is designed to promptly record any complaint about product quality from your customers.
3. This list shall be submitted to our sales representative on a quarterly basis (it will be proceeded with on about the 10th-20th day of March, June, September and December every year) if any defective units are returned, and it will be used to check whether such units are still within the warranty period. Provided that the Defective Unit List is submitted within the warranty period, the defective units returned will be deemed as being warranted even if the warranty period has expired. Where distributors fail to submit the Defective Unit List on time,

thus causing expiry of the warranty period, all losses incurred thereby shall be borne by distributors.

4. As long as it receives the Defective Unit List, Yealink will first determine whether the defective units mentioned therein are spare units and still being warranted. For those defective units which are determined to be spare units or out-of-warranty, Yealink will not provide refurbishment nor undertake the obligation to offer free repair. In spite of such case, if the distributors request us to repair, distributors shall pay the freight for shipping defective units to and from Yealink, and all cost of the accessory replacement and maintenance.
5. For those defective units which are not spare units and still being warranted, distributors may coordinate with our sales representative to return them. Yealink will repair these defective units for free and pay the cost of accessory replacement and the freight for shipping the repaired unit to distributors. However, the freight for shipping defective units to Yealink shall be borne by distributors. Notwithstanding, the distributors are suggested to return defective units when they reach a certain amount, reducing the transaction cost incurred to both Yealink and the distributors. If a distributor is able to repair the products locally, Yealink can send the accessory for free to the distributor.
6. After our sales representative and distributors have agreed on the return of defective units, the distributors shall promptly submit all documents required to Yealink, facilitating the import of defective units.
7. Yealink encourages distributors to establish local maintenance center and will provide necessary supports to them, including technical training, appropriate documents and accessory discount offer.
8. The RMA Policy shall not apply to batch quality defects caused due to manufacturing error; in such case, Yealink will provide the distributors with appropriate solution.
9. **This policy shall take effect from January 1, 2014 and it is eligible for the products shipped after January 1, 2014 only.**
10. Yealink reserves the right to interpret all terms and conditions herein.

Yealink Network Technology Co., Ltd.

Date: January 1, 2014

The Yealink logo is displayed in a bold, green, sans-serif font.