

TWS Care

Contract

between

Easymeeting.net

and

Contract number:

Contract period:

Effective date:

Easymeeting TWS serial number:

The TWS Care program as described in the TWS Care product description at www.easymeeting.net/tws/care, ensures an extended warranty and support for all customers subscribed to this service. For services and support as agreed between the customer and the Easymeeting Partner (on behalf of Easymeeting), we refer to the TWS Warranty & Repair terms of conditions, Easymeeting's general terms of conditions, our Service Level Agreement (SLA) and the End User License Agreement, (EULA).

This signed agreement is legally binding. All prices are excl. VAT and require a 12-month minimum contract term. After the minimum contract period, subscribers may terminate their subscription with 3-month's service.

Customer company: <input type="text"/>	Reseller company (on behalf of Easymeeting): <input type="text"/>
Date and location: <input type="text"/>	Date and location: <input type="text"/>
Printed name: <input type="text"/>	Printed name: <input type="text"/>
Authorized Signature: <input type="text"/>	Authorized Signature: <input type="text"/>

TWS Warranty & Repair

Terms and Conditions

1. General

- 1.1 “Easymeeting” and/or “Easymeeting.net” in this document refer to the legal companies Easymeeting Inc. (Americas) and Easymeeting AS (Norway/Europe).
- 1.2 All Easymeeting TWS video conferencing terminals are delivered with a standard 3-Year warranty. It is still recommended to sign up for the optional TWS Care agreement to ensure additional troubleshooting support and next day shipping on replacement systems.
- 1.3 Easymeeting does not warrant issues that could be resolved by upgrading software to the current version, and will not warrant that the operation of the product will be uninterrupted or error free. Easymeeting will not warrant any problems arising from an act of God (lighting, flooding, tornado, etc.), electrical spikes or surges, or problems arising out of hardware, software, or third-party products or their effect on interactions with the Easymeeting TWS.
- 1.4 3-Year Limited Warranty is adopted for the TWS video conferencing terminal and does not apply to accessories and cables. 1-Year Limited Warranty is adopted for the power adaptor and the microphone.
- 1.5 Easymeeting is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the terminal. Under no circumstances shall Easymeeting be liable for any loss, cost, expense, inconvenience or damage raised as a result of failure on the TWS video conferencing terminal.

2. Warranty Conditions

- 2.1 Included limited warranty begins on the date of purchase of the Easymeeting TWS, and ends 36 months from date of purchase. This warranty extends only to the original purchaser.
- 2.2 Optional TWS Care agreement begins on the date specified in your Care contract (“Coverage Period”).
- 2.3 Easymeeting warrants this product and its parts against defects in materials or workmanship for three years from the original ship date. During this period, Easymeeting will repair or replace defective parts with new or reconditioned parts at Easymeeting’s discretion, without charge to you.
- 2.4 Shipping fees incurred from returns for under-warranty service in the first 30-days is treated as DOA (Dead Of Arrival) and hence paid by Easymeeting. All shipping fees both to and from Easymeeting following this 30-day period must be paid by the customer. All returns, both during and following the 30-day period, must be affected via the Procedures for Product Warranty Claim described below.
- 2.5 If the product fails under normal usage conditions during the warranty period, Easymeeting shall repair or replace the product without charge. Easymeeting reserves the right to (a) repair the product using existing parts or (b) replace the product with the same product or one with equal value. Any replacement product may be either new or like-new; provided that it has functionality is at least equal to that of the product being replaced.
- 2.6 Customers with TWS Care are entitled to free shipping both ways and all cases will be given priority with a new system sent to customer site the next business day.
- 2.7 Easymeeting’s limited warranty covers only those defects that arise as a result of normal use of the product and does not cover any other problems, including those that arise as a result of: (a) improper maintenance or modification; (b) software, media, parts or supplies not provided or supported by Easymeeting; (c) operation outside the product’s specifications; or (d) unauthorized modification or misuse.
- 2.8 In the event of a defect, these are your exclusive remedies. Charges may be applicable to malfunctions caused by abnormal use within the warranty period and malfunctions caused outside the warranty period. Systems returned for repair may take 30-45 days to be returned to customer (dependent on parts availability).
- 2.9 Customers must cover the delivery cost of returning the malfunction products, and the delivery cost of returning the repaired products is covered by Easymeeting.net during the warranty. All delivery costs of returning the products for repair are to be covered by the customer if not covered by the warranty. Does not apply for customers who have the TWS Care package where all shipping costs will be covered by Easymeeting.
- 2.10 If you seek service in a country that is not the country of purchase, you will comply with all applicable import and export laws and regulations and be responsible for all custom duties, V.A.T. and other associated taxes and charges.
- 2.11 Easymeeting shall have no obligation to repair, replace or refund until the customer returns the defective product to Easymeeting.
- 2.12 Damage caused by (a) a product that is not the Covered Equipment (b) accident, abuse, misuse, liquid contact, fire, earthquake or other external cause, (c) operating the Covered Equipment outside the permitted or intended uses described by the manufacturer, or (d) service (including upgrades and expansions) performed by anyone who is not a representative of Easymeeting.
- 2.13 Equipment with a serial number that has been altered, defaced or removed, or has been modified to alter its functionality or capability without the written permission from Easymeeting is not covered by the warranty. The warranty does not cover cosmetic damage to the equipment including but not limited to scratches, dents and broken plastic.
- 2.14 Easymeeting and its Authorized Service Centers accepts no responsibility for any software programs, data or information stored on any media or any parts of any products returned for repair to Easymeeting.
- 2.15 Customers must provide Easymeeting remote access to the TWS video conferencing system to get full advantage of the TWS Care agreement.

3. Product Warranty Claim

- 3.1 The customer shall notify Easymeeting Inc. of the repair request through the Easymeeting ticket system at <http://helpdesk.easymeeting.net> and must include the serial number that comes with each unit. Customer shall not send the faulty system to Easymeeting until they have a received an official RMA (Return Merchandise Authorization) case number from Easymeeting.
- 3.2 RMA and services are rendered and approved by Easymeeting Service Center only.