

# Call Centre Warranty

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## Warranty Information

[CT4001 | CT4002 & CT4003] - Call Centre Headset

### Standard Limited Carry-In Warranty

What is covered and for how long?

The warranty period commences upon date of purchase by the first consumer purchaser and continuing for the following specified period of time after that date:

Headphone	2 Year
Other Accessories *	None

#### **\*If applicable**

What is not covered?

This Limited Carry-In Warranty is conditioned upon proper use of the Product by Purchaser.

This Limited Carry-In Warranty does not cover:

- a) Defects or damage resulting from accident, misuse, abnormal use, abnormal conditions, improper storage, exposure to liquid, moisture, dampness, sand or dirt, neglect, or unusual physical – electrical – or electromechanical stress
- b) Scratches, dents and cosmetic damage, unless caused by Parrot Products Pty Ltd
- c) Defects or damage resulting from excessive force or use of a metallic object when pressing on the touch screen
- d) Equipment that has the serial number removed, defaced, damaged, altered or made illegible
- e) Ordinary wear and tear
- f) Defects or damage resulting from the use of the Product in conjunction or connection with accessories, products, or ancillary/peripheral equipment not furnished or approved by Parrot Products Pty Ltd, including but not limited to installation of unauthorised software and unauthorised root access, both of which shall void this limited carry-in warranty
- g) Defects or damage resulting from external causes such as collision with an object, fire, flooding, dirt, windstorm, lightning, earthquake, exposure to weather conditions, theft or improper use of any electrical source

- h) Defects or damage resulting from cellular signal reception or transmission, or viruses or software problems introduced into the Product

#### What are Parrot Products' obligations?

During the applicable warranty period, provided the Product is returned in accordance with the terms of the Limited Carry-In Warranty, Parrot Products Pty Ltd will repair or replace the Product, without charge to the Purchaser. Parrot Products may, at Parrot's sole option, use rebuilt, reconditioned, or new parts or components when repairing any Product, or may replace Product with a rebuilt, reconditioned or new Product. All repaired/replaced Products will be warranted for a period equal to the remainder of the original Limited Warranty on the original Product or for ninety (90) days, whichever is longer. All replaced Products, parts, components, boards and equipment shall become the property of Parrot Products Pty Ltd. This Limited Warranty is extended to the Purchaser and is not transferable or assignable to any other person or entity.

#### What must you do to obtain warranty service?

To obtain service under this Limited Carry-In Warranty, you must return the Product to an authorized service facility (Parrot Products Branch) in an adequate container for shipping, accompanied by the sales receipt or comparable proof of sale showing the original date of purchase by the first consumer purchaser, the serial number of the Product and the seller's name and address.

You shall be responsible for any and all freight costs associated with sending in your Product for service.

To obtain assistance on where to deliver the Product, please call Parrot Products' call centre at (RSA) 0861 262 737 or (International) +27 11 607 7600. If Parrot Products determines that any Product is not covered by this Limited Carry-In Warranty, Purchaser must pay all parts, shipping, and labour charges for the repair or return of such Product.

Purchaser should keep a separate backup copy of any contents of the Product before delivering the Product to Parrot Products for warranty service, as some or all of the contents may be deleted or reformatted during the course of warranty service.

#### What are the limits on Parrot Products' liability?

THIS LIMITED WARRANTY SETS OUT THE FULL EXTENT OF PARROT PRODUCTS' RESPONSIBILITIES, AND THE EXCLUSIVE REMEDY REGARDING THE PRODUCTS. ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY.

IN NO EVENT SHALL PARROT PRODUCTS PTY LTD BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR FOR, WITHOUT LIMITATION, COMMERCIAL LOSS OF ANY SORT; LOSS OF USE, TIME, DATA, REPUTATION, OPPORTUNITY, GOODWILL, PROFITS OR SAVINGS; INCONVENIENCE; INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES; OR DAMAGES ARISING FROM THE USE OR INABILITY TO USE THE PRODUCT.

PARROT PRODUCTS MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AS TO THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE OR SUITABILITY OF ANY THIRD-PARTY SOFTWARE OR EQUIPMENT USED IN CONJUNCTION WITH THE PRODUCT, OR THE ABILITY TO INTEGRATE ANY SUCH SOFTWARE OR EQUIPMENT WITH THE PRODUCT, WHETHER SUCH THIRD-PARTY SOFTWARE OR EQUIPMENT IS INCLUDED WITH THE PRODUCT DISTRIBUTED BY PARROT PRODUCTS OR OTHERWISE. RESPONSIBILITY FOR THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE AND SUITABILITY OF ANY SUCH THIRD-PARTY SOFTWARE OR EQUIPMENT RESTS SOLELY WITH THE PURCHASER AND THE DIRECT VENDOR, OWNER OR SUPPLIER OF SUCH THIRD-PARTY SOFTWARE OR EQUIPMENT.

Nothing in the Product instructions or information shall be construed to create an express warranty of any kind with respect to the Products. No agent, employee, dealer, representative or reseller is authorized to modify or extend this Limited Carry-In Warranty or to make binding representations or claims, whether in advertising, presentations or otherwise, on behalf of Parrot Products Pty Ltd regarding the Products or this Limited Warranty.

#### Severability

If any portion of this Limited Warranty is held to be illegal or unenforceable, such partial illegality or unenforceability shall not affect the enforceability of the remainder of the Limited Carry-In Warranty.