

## CS-700 Extended Maintenance Agreement

The “Limited Warranty and Limitation of Liability” for Yamaha Unified Communications (“Yamaha UC”) Products is explicitly part of this Extended Maintenance Agreement for Yamaha CS-700.

“Technical Support” either means Yamaha UC Technical support organization in regions and countries where Yamaha UC provides direct technical support, or a local agent authorized by Yamaha UC to provide technical support in countries and regions where Yamaha UC does not provide such service themselves. If in doubt who to contact for extended maintenance support, please contact the reseller through which you purchased the extended maintenance.

With purchase of the Extended Maintenance Agreement for CS-700 products, Yamaha Unified Communications agrees for a period of three (3) years from purchase of the product, to the following:

- The customer has the right to contact Technical Support when product problems have been detected that indicate a malfunction of the product.
  - Customer has to provide the original copy of the invoice with the serial number corresponding to the potentially defective product at the time when contacting Technical Support to confirm that the product is covered under Extended Maintenance.
- Once and only when a Technical Support determines that the product is defective and that Extended Maintenance coverage exists for the product, Technical Support will ship an advance replacement product to customer within one business day via standard shipping method.
  - Technical Support will collect a form of payment for the advance replacement product (Purchase Order) from the customer, even though the customer is not charged at time of service.
  - Technical Support will provide a Return Material Authorization (“RMA”) number and address to customer under which to return the defective product.
  - After receipt of the advance replacement product, Customer has 30 days to return the defective product (“Return Time Frame”).
  - Customer must use the advance replacement product packaging to ship the defective product. Customer will be responsible for shipping damages and will be charged the full Manufacturer Suggested Retail Price for the product if the product is damaged.
  - If (a) the defective product is not returned within the Return Time Frame, or (b) a different product is returned, or (c) a CS-700 unit with a different

serial number is returned, or (d) the product exhibits damages beyond normal usage and normal wear and tear Technical Support will charge customer the current full Manufacturer Suggested Retail Price for the product sent as advance replacement.

- Customer will be credited the full advance payment when the returned product is received by Technical Support and is determined to be in normal use condition with no damage to the unit besides the normal wear and tear.
- Shipment of replacement product will be paid for by Technical Support. Technical Support's standard shipment method will be used.
  - If customer requires a different shipment method, Customer is responsible for shipment charges.
- The advance replacement product will be covered under the remainder of the term of the Extended Maintenance Agreement.

Customer is responsible to ensure that at the time of purchase of the Extended Maintenance Agreement the product serial numbers of the units to be covered under the Extended Maintenance Agreement are provided to Yamaha UC. Serial Numbers of units cannot be changed or added after the purchase.

Extended Maintenance can only be bought for newly acquired units within thirty (30) days of the original purchase.

Extended Maintenance is only valid for the product in the region it was purchased.

The CS-700 extended maintenance program does not include onsite support services. Customers requiring onsite support services should contact their installer or Yamaha UC to arrange services. In that case, customer is responsible for travel expenses and service charges.