



Quality One Wireless Warranty

What does this Warranty Cover and For How Long?

Subject to the exclusions contained below, Quality One Wireless ("Q1W") warrants to the purchaser ("Purchaser") Phones and Accessories ("Products") to be free from defects in material and workmanship under normal use and service for the period commencing upon the date of purchase and continuing for specified period of time. This limited warranty is a Carrier's exclusive remedy, and applies to new product purchase in starting January 2010. Accessories and Software purchased by the Carrier for resale in the United States which are accompanied by this written warranty are subject to the following terms:

Phone **15 Months from date of sale to Distribution Center/Carrier**

Phone Accessories **3 months from date of sale to Distribution Center/Carrier**

Included with the unit: Charger, Battery, Earpiece, SD Card

What is Not Covered?

This Limited Warranty is conditioned upon intended proper use by Purchaser.

- (a) Defects or damage resulting from an accident, misuse, abnormal use, improper storage, exposure to moisture or dampness, defects in appearance, cosmetic, missing components, bent or broken battery pins, decorative or structural items, including framing.
- (b) Defects or damage resulting from excessive force or use of a metallic object when pressing on a touch screen/LCD. Broken internal components due to mishandle or physical abuse.
- (c) Equipment that has the serial number removed, damaged, altered or made illegible.
- (d) Any internal component exposed; plastic surfaces that are scratched or damaged due to normal use.
- (e) Defects or damage caused by installation, modifications, repair or opening of the product performed by a non-Q1W authorized person. Tampering with any seals on the Product will void the warranty, including the liquid damage indicator.
- (f) Defects or damage from external causes such as collision with an object, or from fire, flooding, sand, dirt, or from exposure to liquid, or improper use of any electrical source, including aftermarket batteries or chargers.



(g) Defects or damage caused by cellular signal reception, viruses or other software problems introduced into the Product

(h) This Limited Warranty covers batteries only if battery capacity falls below 80%, within 6 months of original sale date, rated capacity or the battery leaks, and this Limited Warranty does not cover any battery if (i) any of the seals on the battery are broken or show evidence of tampering, or (ii) the battery has been used in equipment other than the phone for which it is specified. **DOES NOT COVER AFTER MARKET BATTERIES.**

(i) Since the cellular system on which the product is to operate is provided by a carrier independent from Q1W, Q1W will not be responsible for the operation, availability, coverage, services or range of that system.

What are Q1W's Obligations? During the applicable warranty period, Q1W will repair or replace, at Q1W sole option, without charge to the Purchaser, any defective component part of Product. To obtain service under this Limited Warranty, Purchaser must return Product in an adequate container for shipping, accompanied by Approved RMA number. Upon receipt, Q1W will triage the unit to rule out Liquid damage and/or Physical Damage and promptly repair or replace the defective Product. Q1W may, at Q1W's sole option, use rebuilt, reconditioned, new parts or components when repairing any Product or replace Product with a rebuilt, reconditioned or new Product. All repaired/replaced Products will be warranted for a period of 12 months. All replaced parts, components, boards and equipment shall become the property of Q1W.

If Q1W determines that any Product is not covered by this Limited Warranty, Purchaser will be invoiced for: shipping and labor charges (triage) of such Product.

DOA

Returned equipment must be in the manufacturer's original packaging and be in like-new condition (no physical or liquid damage). The return must include the original components such as the device, battery door, battery, charger, manual, unopened software and invoice/receipt. Please remove any confidential, proprietary or personal information before returning your equipment. Q1W is not responsible for any equipment containing confidential, proprietary or personal information.

Refunds for like-new equipment returned within 30 days will be through the original payment method.

- A \$35 restocking fee applies to all devices returned without all original components (battery door, battery, charger, earpiece, manual, and software) that were included in the kit.
- A 20% restocking fee applies to all product due to excess inventory returned unopened.

Equipment may not be refunded and the equipment will be returned to Purchaser, at Purchaser cost, if the following applies:

- Equipment was determined to be ineligible (e.g. No trouble found, liquid or physical damage).