

## **Jabra Warranty+ End-Customer Terms and Conditions and Service Description**

### **Additional warranty terms for Jabra Warranty+ (“Jabra Warranty+ Terms”)**

1. If you have purchased the Jabra Warranty+ together with the designated Jabra branded business products manufactured by GN (“**Products**”), GN hereby extends the Warranty Period applicable to Products for the period purchased and as notified to you in the Jabra Warranty+ Confirmation Notice. Jabra Warranty+ only extends the Warranty Period and not the coverage of the Warranty. For avoidance of doubt, it is stressed that Jabra Warranty+ does not apply to third-party products, Jabra’s consumer line of products or limited-life consumable components and accessories.
2. Purchase of Jabra Warranty+ will grant the business customer acquiring a designated Product for its own use and not for commercial resale (the “**End-User**”) a warranty period that extends beyond the applicable standard Warranty Period (“**Warranty Extension Period**”). The Warranty Extension Period is set out in the warranty confirmation notice and will be effective from the expiry of the standard Warranty Period. Consumers are not eligible to purchase Jabra Warranty+, and Jabra Warranty+ can only be purchased for Jabra Products.
3. Jabra Warranty+ can only be purchased together with the designated Product(s) and only at the time of purchase of the designated Product. If a purchase order for Jabra Warranty+ is received by the GN Partner after the purchase order for the designated Product have been submitted, GN or the GN Partner may at its discretion reject the purchase order.
4. Jabra reserves the right to replace a Product under Jabra Warranty+ with the same Product (using new or refurbished parts) or with an equivalent product.
5. The End-user shall ensure that the information in the Jabra Warranty+ Confirmation Notice received is correct, and each serial number aligns with the serial number on the applicable Product which Jabra Warranty+ shall cover. Any discrepancy shall be reported to GN’s support on [www.jabra.com/support](http://www.jabra.com/support) within thirty (30) calendar days.
6. The End-user must claim warranty service under Jabra Warranty+ in the country where the Product and Jabra Warranty+ are purchased. In countries where warranty service is not logistically or otherwise feasible, GN will offer the warranty service through a GN Partner. Jabra Warranty+ is currently available in the following countries and regions: The United States, Canada, the European Union, the United Kingdom, Switzerland, Norway, Iceland, Australia, China, Hong Kong, India, Japan, New Zealand, Singapore, and Thailand.
7. When submitting a claim for a Product covered under Jabra Warranty+ (including during the standard Warranty Period), the End-User shall carry out the actions and comply with the requirements and procedures set out below:
  - i. Only contact GN’s support team by phone, email or as otherwise informed by GN if a defect occurs in a Product;
  - ii. provide GN with information reasonably requested by GN to assess the claim, including, but not limited to, a copy of the Jabra Warranty+ Confirmation Notice for the Product, Product model, Product stock-keeping unit (“SKU”), product serial number, the purchase date, and a detailed description of the issue; and
  - iii. Upon GN’s request, provide GN with a copy of the proof of purchase of the Product indicating the name and address of the GN Partner, date of purchase, Product model, and the product serial number as well as a proof of purchase of Jabra Warranty+.

Failure to comply with these requirements and procedures, and other reasonable requests of GN, may result in the avoidance of the coverage under Jabra Warranty+ and rejection of the claim.

8. Jabra Warranty+ is limited to a time extension of GN’s standard limited Warranty from the original purchase date of the designated Product. JABRA WARRANTY+ IS A NON-INSURANCE, SUPPLEMENTAL WARRANTY EXTENDING THE DURATION OF THE STANDARD WARRANTY. It does not cover, either expressly or implied, any additional or different circumstances other than the defects in material and workmanship covered under GN’s standard limited Warranty. All warranty exclusions provided for in GN’s standard limited Warranty apply to Jabra Warranty+. Accordingly, additional circumstances such as accidental or incidental damage, indirect damage, loss, theft, mishandling, or misuse are excluded from the coverage.
9. These Jabra Warranty+ Terms are in addition to the GN’s standard limited Warranty applicable in the country of purchase which you have received together with your product. The version of the latest warranty terms can always be found on the Jabra webpage in the country of purchase. To the extent there is any conflict between (i) the Jabra Warranty+ Terms and GN’s standard limited Warranty, the Jabra Warranty+ Terms will take precedence; (ii) the Jabra Warranty+ Terms and digital or printed materials, the Jabra Warranty+ Terms will take precedence.
10. Unless otherwise stipulated in the Jabra Warranty+ Terms above, all terms and conditions of GN’s standard limited Warranty continues unchanged during the Warranty Extension Period.



Effective as of 1<sup>st</sup> October 2024

### Service Description Jabra Warranty+

Jabra Warranty+ is a service that end-customers can buy when buying select products that extends the standard manufacturer warranty for a specific device based on the serial number. Jabra Warranty+ only extends the standard warranty period in the relevant region and not the warranty coverage and special warranty terms apply.

Jabra Warranty+ is subject to the then applicable regional warranty terms for the North America (“NA”), Europe and Middle East (“EMEA”), Asia and Pacific (“APAC”) and Latin America and Caribbean (“LATAM”) regions which can always be found on Jabra’s country specific or regional webpages (special reference is made to the section on Jabra Warranty+).

Please note the following features of Jabra Warranty+:

- 1) The warranty term extension provided by Jabra is exclusive to specifically assigned enterprise products as designated in service item description per SKU
  - o Jabra Warranty+ SKUs are mapped to specific Jabra products per the service to product mapping available here: <https://www.jabra.com/business-services-terms>.
  - o Example: Item number for Jabra Warranty+ 1y PanaCast 50 is for the PanaCast 50
  - o Example: Item number for Jabra Warranty+ 1y PanaCast 20 is for the PanaCast 20
  - o Jabra Warranty+ is not available for any other Jabra products and specifically not for any Jabra consumer products.
- 2) Jabra Warranty+ must be purchased together with the designated product covered by the warranty and only at the time of designated product purchase.
- 3) Extended warranty coverage is extended to specific product serial number for the entire warranty duration, initial and extension.
- 4) End-customers will receive a Jabra Warranty+ service confirmation notice on the company e-mail address provided by end-customer defining covered product(s), serial number(s), start date, end date, and warranty terms.
- 5) Jabra Warranty+ service confirmation notices will be in English.
- 6) End-customers must claim Jabra Warranty+ service through a dedicated Jabra Warranty+ process on Jabra’s online claims portal and through Jabra support. Failure to comply with the special Jabra Warranty+ claims process, and other reasonable requests of Jabra, may result in the voidance of the coverage under Jabra Warranty+ and rejection of the claim.
- 7) Jabra Warranty+ is an extension of Jabra’s standard warranty period as defined by the service item description; no additional coverage is provided.
- 8) Jabra Warranty+ is extension of Jabra’s standard warranty and does not affect and is not affected by any third party warranties, including other warranties offered by Reseller.
- 9) Jabra will be responsible to send replacement devices to end-customers who purchased Jabra Warranty+ for the full the warranty period (i.e. both standard and extended warranty period).
  - o In the list of countries below, Jabra will provide return instruction and send the replacement device to end-customer –
  - o End-user must claim warranty service under Jabra Warranty+ in the country where the Product and Jabra Warranty+ are purchased. In countries where warranty service is not logistically or otherwise feasible, Jabra will offer the warranty service through a GN Partner.
  - o If end-customer purchases Jabra Warranty+ for Jabra business products in a country not on below list, Jabra’s standard product replacement procedures for the country/region would apply and replacement of products would be completed through a Jabra partner in the country.

Countries currently supported are

EMEA				NA	APAC
Austria	France	Luxembourg	Spain	Canada	Australia
Belgium	Germany	Malta	Sweden	United States	China
Bulgaria	Gibraltar	Monaco	United Kingdom		Hong Kong
Channel Islands	Greece	Netherlands			India
Croatia	Hungary	Norway			Japan
Cyprus	Ireland	Poland			New Zealand
Czech Republic	Isle of Man	Portugal			Singapore
Denmark	Italy	Romania			Thailand
Estonia	Latvia	Slovakia			
Finland	Lithuania	Slovenia			