



Polycom Product Warranty Guide

Use the chart below to determine the warranty periods applicable to Polycom's limited warranty for products. The terms and conditions are listed on pages three and four.

Product Name/Family	Software Warranty (bug fixes only)	Hardware Warranty (return to factory repair)	Hardware Warranty (repair cycle time)
Video Endpoints			
Polycom® RealPresence® Group Series	90 days	1 year	30 days
Polycom® HDX® Systems	90 days	1 year	30 days
Polycom® QDX® 6000	90 days	1 year	30 days
Polycom® CMA® Desktop	90 days	1 year	30 days
Video peripherals (purchased from Polycom)	90 days	1 year	30 days
Voice			
Polycom® RealPresence Trio™ Series	90 days	1 year	30 days
PSTN desktop and conference phones	90 days	1 year	30 days
VoIP desktop and conference phones	90 days	1 year	30 days
Polycom® Communicator products	90 days	1 year	30 days
Polycom® CX Series products	90 days	1 year	30 days
Polycom® SoundStructure® products	90 days	1 year	30 days
Polycom® Vortex® products	90 days	2 years	30 days
Polycom Infrastructure			
Polycom® Rack Server Series	90 days	1 year	30 days
Polycom® ContentConnect™	90 days	N/A	N/A
RealPresence Access Director™, Appliance Edition	90 days	1 year	30 days
Polycom® RealPresence® Access Director™, Virtual Edition	90 days	N/A	N/A
Polycom® RealPresence® Broadcast Producer	90 days	1 year	30 days
Polycom® RealPresence® Capture Server	90 days	1 year	30 days
Polycom® RealPresence® Capture Server, Virtual Edition	90 days	N/A	N/A
Polycom® RealPresence® Capture Station	90 days	1 year	30 days

Product Name/Family	Software Warranty (bug fixes only)	Hardware Warranty (return to factory repair)	Hardware Warranty (repair cycle time)
Polycom Infrastructure			
Polycom® RealPresence Clariti™	90 days	N/A	N/A
Polycom® RealPresence® CloudAXIS® Suite	90 days	N/A	N/A
Polycom® RealPresence® Collaboration Server 800s	90 days	1 year	30 days
Polycom® RealPresence® Collaboration Server, Virtual Edition	90 days	N/A	N/A
Polycom® RealPresence® Collaboration Server (RMX) Series	90 days	1 year	30 days
Polycom® RealPresence® Content Sharing Suite	90 days software warranty	N/A hardware warranty RTF	N/A hardware warranty repair cycle
Polycom® RealPresence DMA®, Appliance Edition	90 days	1 year	30 days
Polycom® RealPresence DMA®, Virtual Edition	90 days	N/A	N/A
Polycom® RealPresence Media Editor	90 days	1 year	30 days
Polycom® RealPresence Media® Manager	90 days	1 year	30 days
Polycom® RealPresence® Media Suite	90 days	1 year	30 days
Polycom® RealPresence One™	90 days	N/A	N/A
Polycom® RealPresence® Resource Manager, Appliance Edition	90 days	1 year	30 days
Polycom® RealPresence Resource Manager, Virtual Edition	90 days	N/A	N/A
Polycom® RealPresence Video Dual Manager	90 days	1 year	30 days
Polycom® RealPresence® Web Suite	90 days software warranty	N/A hardware warranty RTF	N/A hardware warranty repair cycle
Polycom® RSS™ Series	90 days	1 year	30 days
Polycom® VBP™ Series	90 days	1 year	30 days
Immersive Telepresence and Vertical Solutions			
Polycom® RPX®, OTX®, and ATX®	90 days	1 year	30 days
Custom products	90 days	1 year	30 days
Halo™ Series	90 days	1 year	30 days
Hardware Upgrades and RMAs			
All products	90 days or balance of original product warranty period, whichever is longer.	90 days or balance of original product warranty period, whichever is longer.	

THE PRECEDING CHART IS A SUMMARY OF THE WARRANTY PERIODS APPLICABLE TO POLYCOM'S LIMITED WARRANTY FOR PRODUCTS. THE TERMS AND CONDITIONS APPLICABLE TO POLYCOM'S LIMITED WARRANTY ARE AS SET FORTH BELOW (AND ARE ALSO INCLUDED IN THE DOCUMENTATION PACKAGED WITH NEW POLYCOM PRODUCTS):

LIMITED HARDWARE WARRANTY. Polycom warrants to the end user ("You" or "Your") that the hardware product will be free from defects in workmanship and materials, under normal use and service, for one year, or such longer period as Polycom may announce publicly from time to time for particular products, from the date the product is shipped by Polycom or its Authorized Reseller. Polycom's sole obligation under this express warranty shall be, at Polycom's option and expense, to repair the defective product or part, deliver to You an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, Polycom may, in its sole discretion, refund to You the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned. Polycom warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to You, at Polycom's expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to You.

LIMITED SOFTWARE WARRANTY. Polycom warrants to You that the software product (whether pre-loaded on hardware or provided as a standalone product) will perform substantially in accordance with the accompanying documentation for a period of ninety (90) days from the date the hardware product is shipped by Polycom or its Authorized Reseller or the software is initially download by You, as applicable. Polycom's sole obligation under this express warranty shall be, at Polycom's option and expense, to repair or replace the defective software, or if neither of the two foregoing options is reasonably available, Polycom may, in its sole discretion, refund to You the purchase price paid for the defective product. Any replacement software will substantially conform to the accompanying documentation and be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer.

EXCLUSIONS. Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow Polycom's installation, operation, or maintenance instructions;
- Unauthorized product modification or alteration;
- Unauthorized use of common carrier communication services accessed through the product;
- Abuse, misuse, negligent acts or omissions of Yours and persons under Your control; or
- Acts of third parties, acts of God, accident, fire, lighting, power surges or outages, or other hazards.

WARRANTY EXCLUSIVE. IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, YOUR SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. POLYCOM DOES NOT WARRANT THAT YOUR USE OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR FREE, OR THAT ALL DEFECTS IN THE SOFTWARE WILL BE CORRECTED. FOR SOFTWARE PRODUCTS, YOU ASSUME FULL RESPONSIBILITY FOR THE SELECTION OF THE SOFTWARE PRODUCT TO ACHIEVE YOUR INTENDED RESULTS AND FOR THE INSTALLATION, USE AND RESULTS OBTAINED FROM THE SOFTWARE PRODUCT. TO THE FULL EXTENT ALLOWED BY APPLICABLE LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

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About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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