

## **Phybridge 100% Satisfaction Guarantee**

### **Phybridge Pledge:**

If within thirty (30) days of installation, the voice quality of the IP end-points connected to your Phybridge UniPhyer do not meet or exceed accepted industry standards, you may request a replacement product or a full refund of your purchase price. The term of the Phybridge 100% Satisfaction Guarantee is thirty (30) days from the date of the initial equipment delivery. At the conclusion of the first thirty (30) days from the date of initial equipment delivery, Phybridge PhyCare warranty terms and conditions are in effect. Complete Phybridge Warranty information is available at [www.phybridge.com](http://www.phybridge.com).

This Phybridge 100% Satisfaction Guarantee applies only to Phybridge Equipment acquired by you from Phybridge Certified resellers/dealers and deployed using Phybridge published best practices. This 100% Satisfaction Guarantee is not applicable to equipment damaged or destroyed due to reasons beyond Phybridge control or responsibility or damaged or destroyed by the Customer, its employees or agents.

Phybridge makes this offer to clearly demonstrate that our measure of success is our Customers' Satisfaction.

This guarantee is subject to all limitations set forth in any warranty or service agreement for this equipment. \*

### **Customer Responsibilities:**

The customer (or their agent) must register the covered product at [www.phybridge.com](http://www.phybridge.com). The customer will be required, upon Phybridge's request, to support Phybridge or Phybridge Certified resellers/dealers in resolving perceived problems remotely by:

- Providing all information necessary for Phybridge and/or Phybridge Certified resellers/dealers to deliver timely and professional remote support and enable Phybridge or Phybridge Certified resellers/dealers to determine the specific problem.
- Starting self tests and/or other diagnostic tools and programs.
- Performing other reasonable activities to help Phybridge and/or Phybridge Certified resellers/dealers identify or resolve the problem.

\*To the extent the foregoing differs from the Total Satisfaction Guarantee as stated in agreements entered into between Phybridge and you, the contractual terms and conditions shall super cede this 100% Satisfaction Guarantee.