

Warranty and Service information

Consumer products

In-warranty returns We strive to solve your problem in a fast and professional manner. You find the solution to most product issues on our online web support or by calling our customer support. In case we are not able to solve your problem here and you have a product covered by our Warranty terms (see below), our customer support will guide you to easiest way of returning your headset. You will always need your receipt or other proof of purchase to claim warranty.

One-Year Warranty A limited one-year warranty applies to all Jabra mobile products.

Warranty terms Limited One (1) Year Warranty GN Netcom, Inc. / GN Netcom A/S (“GN”) warrants this product to be free from defects in materials and workmanship (subject to the terms set forth below) for a period of one (1) year from the date of purchase (“Warranty Period”). During the Warranty Period, GN will repair or replace (at GN’s sole discretion) this product or any defective parts (“Warranty Service”). If repair or replacement is not commercially practicable or cannot be timely made, GN may choose to refund to you the purchase price paid for the affected product. Repair or replacement under the terms of this Warranty does not give right to any extension or a new beginning of the period of warranty.

Claims under the Warranty To obtain Warranty Service, please contact the GN dealer from which you purchased this product or visit [Contact](#) for further information about customer support. You will need to return the product to the dealer in either its original packaging or packaging affording an equal degree of protection. The following information must be presented to obtain Warranty Service: (a) the product, (b) proof of purchase, which clearly indicates the name and address of the dealer, the date of purchase and the product type, and (c) reason for return. As part of GN’s efforts to reduce environmental waste you understand that the product may consist of reconditioned equipment that contains used components, some of which have been reworked. The used components all live up to GN’s high quality standards and comply with GN’s product performance and reliability specifications. You understand that replaced parts or components will become the property of GN.

Limitation of Warranty This Warranty is only valid for the original purchaser and will automatically terminate prior to expiration if this product is sold or otherwise transferred to another party. The warranty provided by GN in this statement applies only to products purchased for use, and not for resale. It does not apply to open box purchases, which are sold “as is” and without any warranty. Specifically exempt from warranty are limited-life consumable components subject to normal wear and tear, such as microphone windscreens, ear cushions, modular plugs, ear tips, decorative finishes, batteries, and other accessories. This Warranty is invalid if the factory-applied serial number, date code label, or product label has been altered or removed from the product. This Warranty does not cover defects or damages that result from: (a) improper storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the product or accessories for commercial purposes or subjecting the product or accessories to abnormal usage or conditions; or (d) other acts which are not the fault of GN. This Warranty does not cover damage due to improper operation, maintenance or installation, or attempted repair by anyone other than GN or a GN dealer which is authorized to do GN warranty work. Any unauthorized repairs will void this

Warranty. This Warranty does not cover defects or damages that result from the use of non-GN branded or certified products, accessories, or other peripheral equipment, nor does this Warranty apply to products which have not been charged for six (6) months. If the battery in a product has not been charged for a period of six (6) months, the product might not function or regain its full potential and long-term performance. GN does not offer any warranty for such performance.

REPAIRS OR REPLACEMENTS AS PROVIDED UNDER THIS WARRANTY ARE THE EXCLUSIVE REMEDY OF THE BUYER. GN SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY LAW, THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES WHATSOEVER, INCLUDING BUT NOT LIMITED TO THE WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PRACTICAL PURPOSE.

NOTE! This Warranty gives you specific legal rights. You may have other rights which vary from location to location. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or implied warranties, so the above exclusions may not apply to you. This Warranty does not affect your legal statutory rights under your applicable national or local laws.

The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by GN Netcom A/S is under license. Other trademarks and trade names are those of their respective owners.

For North America the following terms also apply FCC:

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation. Users are not permitted to make changes or modify the device in any way. Changes or modifications not expressly approved by Jabra (GN Netcom, Inc.) will void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter. This headset, like other radio devices, emits radio frequency electromagnetic energy. The level of energy emitted by this device, however, is less than the electromagnetic energy emitted by other wireless devices such as mobile phones. The headset operates within the guidelines found in radio frequency safety standards and recommendations. These standards and recommendations reflect the consensus of the scientific community and result from deliberations of panels and committees of

scientists who continually review and interpret the extensive research literature.
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Operation is subject to the following two conditions(1) This device may not cause interference and (2) This device must accept any interference, including interference that may cause undesired operation of the device. The term "IC:" before the certification/registration number only signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that industry Canada approved the equipment. This device complies with RSS210 of Industry Canada.

CAUTION Exposure to Radio Frequency Radiation. The installer of this radio equipment must ensure that the antenna is located or pointed such that it does not emit RF field in excess of Health Canada limits for the general population. Consult Safety Code 6, obtainable from Health Canada's website <http://www.hc-sc.ca>.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.

TALK TO US

Contact Consumer Support
Monday - Friday
8 am - 8 pm EST
Phone: +1 (800) 327-2230