

LyncVerse Technologies Return Policy

LyncVerse Technologies values our relationship with our customers and offers a return policy for equipment purchased directly from LyncVerse Technologies.

Equipment

LyncVerse Technologies is not a manufacturer of any equipment and therefore is subject to the returns policies of the various manufacturers we represent. As such, the LyncVerse Technologies returns policy is a pass through of the manufacturer's policy.

Customers requesting to return equipment purchased from LyncVerse Technologies should notify their sales representative immediately. Returns/exchanges must be like new, with all original packaging, accessories, and manuals. LyncVerse Technologies will request an RMA from the manufacturer. If the manufacturer issues an RMA to LyncVerse Technologies, we will issue an RMA to the customer along with instructions on how to return the item. Upon receipt of a credit memo or refund from the manufacturer, LyncVerse Technologies will issue a credit memo to the customer for the purchase of the item less any restocking fees charged by the manufacturer.

Service Cancellation

Cancellation of LyncVerse Technologies services is subject to the following:

- Cancellations with at least 24 hours of advance notification are not subject to any charges unless otherwise costs have been included by LyncVerse Technologies in which this charge will be passed on to the customer.
- Cancellations with less than 24 hours notification but prior to LyncVerse Technologies employee(s) arriving onsite are subject to 4-hour minimum charge.
- Cancellations after LyncVerse Technologies employee(s) arrive onsite are subject to actual hours spent plus 4 hours plus all travel charges as a minimum charge

Limited Warranty

a. Services: LyncVerse Technologies warrants that the Services provided hereunder shall be performed in a good and workmanlike manner in accordance with industry standards. If Customer discovers a deficiency in the Services, then Customer shall, within forty-five (45) days after completion of the deficient Services, submit to LyncVerse Technologies a written report describing the deficiency in reasonable detail, and LyncVerse Technologies shall re-perform the deficient Services. If LyncVerse Technologies is unable to re-perform the Services, then, upon Customer's request, LyncVerse Technologies shall refund any payments that Customer has made for such Services. Any such Services for which Customer does not submit a deficiency report shall be deemed accepted at the conclusion of such forty-five (45) day period. The foregoing is Customer's sole and exclusive remedy for breach of the foregoing warranty with respect to the Services and LyncVerse Technologies sole liability.

b. Products: LyncVerse Technologies makes no warranties with respect to the Products but will make available to Customer to the extent permitted by law and relevant contracts with the manufacturer or developer of the relevant Products, the warranties provided by the manufacturer or developer of the relevant Product upon Customer's timely written request.