

Vertical Wave IP Warranty

Maximise your Investment.

The Vertical Wave IP Warranty stands behind every Wave deployment and demonstrates Vertical's confidence in the reliability of the Vertical Wave IP Business Communications System. You won't find any gotchas or gimmicks in tiny type at the bottom of the Vertical Wave IP Warranty. In the unlikely event that something goes wrong with your Wave IP platform during the warranty period, you're covered. **Period.**

Peace of Mind

The investment protection a warranty delivers is only as good as the product it reflects and the company that stands behind it. Over the past several years, Vertical products have won numerous awards and have been consistently cited for delivering measurable communications enhancement and superior value to Vertical customers. With a current installed base of over 200,000 customers, Vertical is a leading telephony vendor serving the business community in North America.

We designed the new Vertical Wave IP Business Communications System and the Vertical Wave IP Warranty to continue our record of delivering high value telecommunications solutions and to set a rigorous new standard for overall business value — including reliability, affordability and expandability.

Full Two Year Warranty Period

Vertical Wave IP systems are covered by Vertical's Limited Standard Product Warranty for a period of two

(2) years from the warranty start date for the system and components. Customers can extend the warranty period with a three-year extension option. Vertical Wave IP digital telephones are warranted for a full five (5) years and Wave IP telephones are warranted for one (1) year. This Warranty demonstrates our confidence in the reliability of the Vertical Wave IP Business Communications System and endpoints.

Advanced Replacement Program

We understand that your Wave IP system is a critical element of the success of your business. That's why we designed Wave to be a hard-working asset that enhances productivity and improves customer service. We also designed the Warranty program to minimize business disruption.

That's why the Vertical Advance Replacement program is part of every Vertical Warranty.

Details

If any Wave IP server, board or module card is inoperable upon delivery, or becomes defective within the first ninety (90) days of the warranty period, we'll ship an advance replacement within 24 hours of the time we receive the approved request, excluding weekends and holidays. If a Vertical Wave IP digital telephone that was purchased as part of the Wave system in new and unused condition by the customer directly from Vertical or from an authorized dealer or distributor is inoperable upon delivery or becomes defective within the first thirty (30) days of the warranty period, we will provide the same 24-hour advance replacement service. Expedited shipping is often available at an additional fee.

Advance replacement products are warranted for the balance of the warranty period of the replaced product. You have thirty (30) days to return the defective equipment after the arrival of the Advance Replacement for full credit.

In-Service Advance Replacement for Critical Items

In some instances, a Certified Wave IP Business Partner may find that they are out of stock on the product. In such instances, Vertical offers an In-Service Advance Replacement (ISAR) option for in-warranty product, except telephones, that is outside the Advance Replacement period. Vertical will ship ISAR product overnight. We think this practice simply makes good business sense and components.

Let Us Talk

Every aspect of the Wave IP system is designed to dramatically enhance daily business operations — and to keep up with the communications requirements of dynamic, growing organizations. Wave IP maximizes your investment by providing a solid Warranty and the Wave IP Subscription Program, which ensures you always receive the latest software enhancements.

For more information or to place an order, contact your Certified Wave IP Business Partner, call Vertical at 877-VERTICAL (877-837-8422) or visit www.vertical.com

