

## PREMIER SERVICE PLAN FOR DOLBY® CONFERENCE PHONES

EFFECTIVE OCTOBER 2016

### OVERVIEW

The Premier Service Plan (“PSP”) applies only to Dolby® Conference Phones (“Products”). With the purchase of a new Product, the individual or entity that has purchased the Product (the “Customer”) may purchase PSP coverage from an authorized reseller which entitles the Customer to receive 1 year, 3 years or 5 years of Supplemental Limited Warranty, in addition to the standard new Product Limited Warranty covering defects in materials and workmanship. The Limited Warranty commences as specified in the Dolby Conference Phone End User Warranty located at <http://www.dolby.com/us/en/about/dolby-conference-phone-end-user-warranty.pdf>. PSP coverage commences on the date of purchase of the contract, unless otherwise specified.

### PREMIER SERVICE PLAN

- By purchasing PSP coverage, Customer shall be entitled to:
  1. replacement for covered Product defects in which case Dolby will pay for associated shipping, related duties and taxes on the replacement Product and if applicable, the return of the defective Product; and
  2. technical support for the Product provided by Dolby’s Authorized Reseller or designated agent.
- All PSP coverage fees are non-refundable.
- PSP coverage is available for purchase in increments of 1 year, 3 years, or 5 years. For Customer ease, 1 month increments can be purchased only to maintain coterminous coverage.
- Initial purchase of PSP coverage must be done within ninety (90) days from Product purchase date.
- PSP coverage is available for a maximum period of five (5) consecutive years starting within ninety (90) days of the Product purchase date.
- Accessories, such as satellite microphones, do not qualify for coverage under PSP.
- Once active on PSP, in order to qualify for support, the PSP coverage must be maintained without lapse.

### SUPPLEMENTAL LIMITED WARRANTY

Under the Supplemental Limited Warranty, Dolby will replace hardware that proves to be defective in materials and/or workmanship, provided the Product is returned to Dolby via its authorized resellers or designated agent.

Product defects caused by modifications, physical damages, misuse, accidents, improper installation, environmental operating conditions, and connectivity (audio, network, and electrical), unauthorized Customer repairs, or any further damage caused by inadequate packaging for service return are not covered by the Supplemental Limited Warranty. No on-site labor for removal, packing, or reinstallation of the Product is included in the Supplemental Limited Warranty. If further assistance is required, the Customer may purchase such assistance at Dolby’s then-current rates.

### WARRANTY CLAIMS

Products may not be returned to Dolby without prior authorization. All sales of Products are final and no refunds shall be provided by Dolby for Products purchased by Customer. Customer must contact Dolby or its authorized reseller or agent to obtain a Return Material Authorization (“RMA”) number. Any product returned to Dolby or its authorized reseller or agent without proper authorization will be returned to Customer at Customer’s expense.

## TRANSFERABILITY

Unless otherwise outlined in the plan, PSP coverage is nontransferable and nonrefundable. In the event that the Customer sells the Product subject to these programs, Dolby and its authorized reseller shall have no obligation to provide PSP Coverage to the new Customer.