

Yealink Limited Warranty

Fireline Communications is an **authorized reseller of Yealink products**. All Yealink telephones and related equipment purchased through Fireline Communications are covered under the **Yealink Limited Warranty**.

Warranty Coverage

The warranty applies to new, unused Yealink products purchased from Fireline Communications and provides coverage against defects in materials and workmanship under normal use. Warranty periods are as follows:

- **Voice Communication (SIP Phones, Conference Phones, DECT Phones, T5/T4/T3/T2 Series):** 12 months
- **Microsoft Teams / Zoom Devices, Video Phones, Collaboration Bars, USB Room Cameras, Meeting Boards, Speakerphones, Headsets, USB Cameras:** 24 months

Warranty coverage begins on the date of purchase as stated on the customer's proof of purchase. If proof of purchase cannot be provided, the product's manufacturing date (based on serial number) will apply.

Warranty Exclusions

The Yealink Limited Warranty does not cover the following:

- Products purchased from unauthorized distributors or resellers
- Products with altered or missing serial numbers or MAC addresses
- Damage resulting from misuse, negligence, accident, fire, water, power surge, or improper storage/transport

- Unauthorized modifications, testing, or repairs
- Cosmetic wear (scratches, discoloration, etc.) that does not affect functionality
- Consumable or accessory items such as cords, power adapters, standard or removable batteries, ear tips, cushions, cases, and mounting kits

For the complete Yealink Limited Warranty terms, please refer to the official documentation: [Yealink+Limited+Warranty+NON-EU&+NON-Britain+&+NON-Saudi+Arabiaand](#)

Warranty Procedure

Customers seeking warranty service must follow the process below:

1. **Technical Support Review** – Contact Fireline Communications technical support, support@firelinecommunications.com or by calling 877-347-3147.
2. **Technical Review** – Our support team will attempt to resolve the issue through standard troubleshooting procedures.
3. **RMA Request** – If the issue cannot be resolved, Fireline Communications will submit a request for a Return Merchandise Authorization (RMA) Number.
4. **RMA Approval** – Once the RMA is approved, the customer will be provided with an RMA number and shipping instructions.
5. **Shipping Responsibilities** – The customer is responsible for all shipping costs related to the RMA. Fireline Communications does not assume responsibility for any shipping charges.

6. **Replacement** – Upon receipt of the defective product, a replacement unit will be provided in accordance with Yealink's warranty obligations.
7. **Advanced Replacement (Optional)** – Customers may request an advanced replacement. Advanced replacement requests must include a credit card hold in the amount of the replacement unit. Once the defective product is returned, the credit card hold will be released.

Important Notes

- Proof of purchase is required for all warranty claims.
- Warranty claims are subject to Yealink's terms, conditions, and approval.
- Fireline Communications does not provide warranty coverage beyond what is defined by Yealink.