

Is Your VXi Product Still in Warranty?

If your VXi product ever needs repair or replacement, the first thing you want to know is whether or not it's still covered by the warranty. That's easy enough.

If you still have the receipt, just check the table below to see how long the warranty period is for your product. To find out when your product's warranty expires, just add the length of warranty period to the purchase date on your receipt. (When you send the product in for service, remember to include a copy of that receipt.)

If you don't have your receipt, all is not lost. Find the Date Code on your product, it is located below the Serial Number. In the example shown, the date code is 07/13 (July 2013) in month/year format. Add the warranty period to this date, and you'll know if your product is still covered or not.



Replacement headsets with a serial number beginning in "R" have a warranty expiration date, not a start date. Example below shows this headset warranty expires 01/13 (January 2013)



Product(s)	Warranty	Serial Number Location
Amplifiers	2 years	Underneath the amplifier
AVX and HGT Adapters	2 years	Birdband on the cord
Cords and accessories	30 days (unless marked otherwise and with the exception of OmniCord)	No serial number
BlueParrott Over-the-head headsets (e.g. B250-XT, B450-XT, etc.)	1 year	Under the ear cushion on the ear piece and on the package

BlueParrott Compact and Convertible headsets (e.g. Xpressway II, Reveal Pro, etc.)	1 year	Laser etched date code below printed certifications on the back of the headset. Serial number on the package
Dialpads	1 year	Underneath the dialpad
OEM headsets	Varies	Contact your VXi sales representative
OmniCord	1 year	Birdband on the cord
Passport headsets	2 years	Birdband on the cord
TalkPro headsets	2 years	Birdband on the cord
Tria headsets	2 years	Birdband on the cord
UC ProSet	2 years	Birdband on the cord
V-Series DECT headsets	1 year	On the bottom of the base and inside the battery compartment
VR12 and VR11 headsets	1 year	Birdband on the cord
VEHS	1 year	On the bottom of the base

Consumable Components and Accessories Exempt From Warranty

Limited-life consumable components and accessories subject to normal wear and tear are exempt from Warranty, unless they are found to be defective or broken upon purchase of the product

HOW TO OBTAIN WARRANTY SERVICE

In the United States:

If you want to troubleshoot the problem please contact VXI Technical Support at 844-845-0005 or email us at TechnicalSupport@vxicorp.com

VXI Technical Support is available 8:00AM to 8:00PM EST, Monday thru Friday.

In USA:

To start the RMA process fill in the [Warranty Support Form for USA](#) . Do not return product without contacting Jabra first.

In Canada:

To start the RMA process fill in the [Warranty Support Form for Canada](#) . Do not return product without contacting Jabra first.

In Asia Pacific:

To start the RMA process fill in the [Warranty Support Form for Asia Pacific](#) . Do not return product without contacting Jabra first.

In China:

To start the RMA process fill in the [Warranty Support Form for China](#) . Do not return product without contacting Jabra first.

HOW TO INQUIRE ON THE STATUS OF YOUR REPLACEMENT

To inquire on the status of your replacement please contact VXI After Market Services at (978) 322-4792 or by email to AMS@vxicorp.com

VXI After Market Services is available 8:00AM to 5:00PM EST, Monday thru Friday.

Downloads

[VXi Corded Headset 2-Year Warranty](#)

[VXi Wireless Headset 1-Year Warranty](#)

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.