



Extended Warranty & Software Upgrade Plans

Now that you have made the decision to invest in a new Allworx system, Allworx and our Authorized Partners offer a wide range of support programs that are as sophisticated as your new system. You can choose from a wide variety of plans to suit your individual needs. Just like Allworx systems offer exceptional flexibility, when it comes to support, we offer something for everyone.

Total Cost of Ownership Isn't Just Marketing Hype

At a minimum, every Allworx system starts with a 1-year manufacturer's warranty. For a nominal cost, you can add an optional 4-year warranty on the server or the phones, or both.

When your system is installed it automatically includes a license to upgrade the server software to the latest version within the first 90 days. That ensures you get the most up-to-date features and benefits. During this 90-day period, you can select to add an optional combined 5-year software upgrade license and 4-year hardware warranty, all for a great value. This plan fully protects your Allworx system from any obsolescence.

We Protect You Anytime

If you choose not to purchase the full 5-year software and hardware bundled offering when you purchase your new Allworx system, at any time you can purchase a 1 year combined hardware warranty and software upgrade license, or just a 1-year software license. These options allow unlimited software upgrades over 12 months from the date of purchase, locking in your software upgrade costs and capping any warranty exposure.

Partnership Means Something

These options are a great support foundation, but every rapidly growing and evolving business has needs that are not related to just warranty or software upgrades. You can complement an Allworx warranty with comprehensive maintenance plans offered by our Authorized Partners. Each partner offers many robust options, and they can provide details about the maintenance option that best accompanies your great Allworx manufacturer's warranty.



Why an Extended Warranty contract?

Now more than ever, today's customers are reliant on their telecommunications and computer equipment to help run their businesses. Our Extended Warranty covers you from any unexpected equipment issues and replacement expenses. Having an Allworx Extended Warranty gives you the extra security you need.

Peace of Mind Benefits

All of our Extended Warranties include free one-way delivery via UPS Ground shipping for the life of the contract. You can even take advantage of our Advanced Replacement Option and have a unit shipped out overnight for a small fee. By purchasing the Extended Warranty and Software upgrade package you can be confident that you always have the most up-to-date communications solution.

Why not lock into today's lower rates and protect yourself from tomorrow's rising repair costs?

A common misconception is that by waiting to purchase extended coverage — or by not purchasing it at all — your long term costs will go down. But, much like life insurance where costs rise as we age, the cost for any kind of warranty will rise as the equipment ages. To make sure you are offered the longest terms for the lowest rates, the Allworx Extended Warranty and the Software Upgrade license must be purchased within 3 months (90 days) of your initial purchase of the Allworx equipment.



Allworx Warranty and Disclaimer

Allworx warrants that the Allworx equipment manufactured by Allworx ("Allworx Hardware") and the software owned by Allworx ("Allworx Software", collectively the, "Products") will perform substantially in accordance with the Allworx manuals, guides or any other printed material that Allworx provides ("Documentation") and will be free from defects in materials and workmanship under normal use (a) for a period of ninety (90) days from the date of installation in the case of Allworx Software and (b) for a period of one (1) year from the date of installation in the case of Allworx Hardware. You or your Authorized Allworx Partner may purchase an extended Warranty period for a total of sixty (60) months on such Allworx Hardware.

These warranties shall not apply to any products to the extent the defect or non-conformance is due to (a) accident, alteration, abuse, misuse or repair not performed by Allworx, (b) storage other than as specified, (c) failure to comply with applicable environmental requirements for the products, (d) performance of product installation, maintenance, operation or other service not in compliance with the applicable Allworx Documentation; (e) use in conjunction with a product specified by Allworx as incompatible with such product, (f) any error, act or omission by anyone other than Allworx or Allworx's agents, employees, or subcontractors if the defect or non-conformance would not have occurred but for such error, act or omission, (g) failure by you or your Authorized Allworx Partner to be using the current release of the Allworx Software or the immediately prior release; or (h) where written notice of the defect has not been given to Allworx by you or your Authorized Allworx Partner within the applicable Warranty Period.

Should warranty service on a Product be required, simply contact your Authorized Allworx Partner to coordinate the warranty claim and to ensure proper processing of the same, including obtaining an authorization to return Products. Allworx will repair or replace the defective Product item free of charge. Any returned Products must be shipped to Allworx, freight prepaid, at your or your Authorized Allworx Partner's risk. This warranty is limited to repair or replacement of the Products or refund of the purchase price, at Allworx's option, with reasonable promptness after its being returned to Allworx.

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Call us at 1-866-ALLWORX and we'll help you select the right solution for your business.