

Synergia Communications Quality Guarantee

October 31, 2015

Under the Synergia Communications Quality Guarantee, "SQG", Synergia® Communications will refund the purchase price of any qualifying Synergia Communications i1 System to any customers who are not 100% satisfied that the Synergia Communications product(s) they purchased performed as designed.

To qualify for the Synergia Communications Quality Guarantee, the customer must:

- [Register the product.](#)
- Contact Synergia Communications Tech Support within 30 days of purchase.
- Allow a minimum of five business days to resolve trouble.
- Provide the original invoice for the purchase.
- Use the product in an application that is not outside of the stated product functionality.
- Cooperate with reasonable testing to show symptom(s) and/or test a provided solution.
- Update versions of software to the latest versions (refusal to upgrade will automatically eliminate eligibility for this guarantee).
- Any product approved for return must be in like new condition and in original packaging (products that are damaged or not in original packaging will not qualify for this guarantee).