

[Headsets](#)[Speakerphones](#)[Video  
Conferencing](#)[Business  
Solutions](#)[Work  
from  
home](#)[Support](#)

0

# Warranty and service information

## Business Products

### Limited 180 day, One (1), Two (2) or Three (3) Year Warranty

GN Audio. (“GN”) warrants to the first end-user purchasing the product from an authorized distributor or authorized reseller (“GN Partner”), that the product shall be free from defects in materials and workmanship subject to the terms set forth below (“Warranty”) for a period of (“Warranty Period”):

- **Manufacturer refurbished products:** 180 days from the date the products have been purchased

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- **Cordless products:** one (1) year from the date the products have been purchased
- **Corded products/Evolve/Evolve2:** two (2) years from the date the products have been purchased
- **BIZ 2400/BIZ 2400 II/Engage 50/Engage LINK:** three (3) years from the date the products have been purchased

If the product is sold or otherwise transferred to another party, the Warranty will automatically terminate prior to expiration. Furthermore, the Warranty will terminate immediately if the product is (a) altered, repaired, or maintained by anyone other than GN or a GN Partner which is authorized to do GN warranty work, whether or not successful, or (b) being used together with non-GN branded or certified accessories or other peripheral equipment.

During the Warranty Period, GN will, at GN's sole discretion (a) repair the product using new or refurbished parts, (b) replace the product with a new or refurbished product, or (b) refund the purchase price paid ("Warranty

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Service”). The Warranty sets forth the extent and limit of GN’s obligations towards the end-user except as modified by applicable law.

Warranty on replaced or repaired products is twelve (12) months, OR the rest of the original Warranty Period, whatever is longest.

As part of GN’s efforts to reduce environmental waste the product may consist of reconditioned equipment that contain used components, some of which may have been reworked. The used components meet GN’s high quality standards and comply with GN’s product performance and reliability specifications. Defective parts or products replaced by or returned to GN during the Warranty Period become the property of GN.

## How to Obtain Warranty Service

To obtain Warranty Service, please contact the GN Partner from which the product was purchased.

The product must be returned in its original packaging, if possible, or packaging affording an equal degree of protection. During the Warranty Period, except where prohibited by applicable law, the end-user will bear the cost of shipping the product to GN or such other place as GN may direct. If the product is covered by the Warranty, GN will bear the cost of return shipping after service has been completed. Return shipping will be charged to the end-user for products not covered by the Warranty or requiring no warranty repair. Damage occurred during shipment is deemed the responsibility of the carrier, and any claim should be made directly to said carrier.

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The following information must be presented to obtain Warranty Service:

1. The defective product,
  2. The end-user's name, company name if applicable, address, Email address and telephone number,
  3. A description of the problem, and
  4. Proof of purchase which clearly indicates the name and address of the GN Partner, date of purchase, product type and model number.
- Without proof of purchase, the Warranty Period will commence based on the Serial Number on the product.

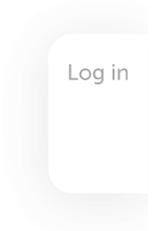
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## **Consumable Components and Accessories Exempt From Warranty**

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. This includes among others:

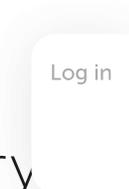
- Basic QD to modular plug cords
- Basic QD to device specific plug cords
- Basic USB cords
- Adapter plugs
- LINK Mobile cords
- Modular RJ9 to RJ9 cords
- Busylight
- Headbands
- Neckbands
- Ear cushions
- Ear tips
- Ear hooks
- Headset stands
- Microphone windscreens
- Decorative finishes
- Foam products
- Removable batteries

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Consumable components and accessories that malfunction within fourteen (14) days after they have been purchased are deemed to have been defective or broken upon purchase.

This Warranty only applies to products purchased for use, not for resale. This Warranty is invalid if the factory-applied serial number, date code label, and/or product label has been altered or removed from the product.

This Warranty only applies to defective factory material and factory workmanship and does not cover defects or damages caused by or attributable to (a) improper storage or faulty installation and operation; misuse or abuse; accident or neglect, (b) contact with any liquid, (c) subjecting the product or accessories to improper or abnormal usage or conditions, or (d) other acts which are not the fault of GN, including matters attributable to a GN Partner.

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This Warranty does not apply to products which have not been charged for six (6) months. If the battery in a product has not been charged for a period of six (6) months, the product might not function or regain its full potential and long-term performance. GN does not offer any warranty for such performance.

It is the end-user's responsibility to operate and care for the product in accordance with the instructions and specifications supplied with the product. Repairs resulting from failure to do so are not covered by the Warranty.

REPAIRS, REPLACEMENTS OR REFUNDING AS PROVIDED UNDER THIS WARRANTY ARE THE EXCLUSIVE REMEDY OF THE END-USER. NEITHER GN NOR YOUR GN PARTNER SHALL BE LIABLE FOR ANY INCIDENTAL OR

CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THE PRODUCT, INCLUDING WITHOUT LIMITATION COMMERCIAL LOSS, INCIDENTAL EXPENSES, LOSS OF TIME, OR INCONVENIENCE. EXCEPT TO THE EXTENT PROHIBITED BY LAW, THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES WHATSOEVER, INCLUDING BUT NOT LIMITED TO THE WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PRACTICAL PURPOSE.

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## **Note:**

The Warranty gives the end-user specific legal rights. The end-user may also have other rights which vary from state to state or country to country. Some jurisdictions do not allow the exclusion or limitation of incidental or

consequential damages or implied warranties, so the above exclusions may not apply. The Warranty does not affect statutory legal rights under applicable national or local laws.

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## About Jabra

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- [News and press releases](#)
- [Warranty & Service](#)
- [Enterprise end of life policy](#)
- [Sustainability](#)

## Frequent questions

- [Bluetooth vs. DECT](#)
- [How wireless headphones work](#)
- [What is a good headset for iPhone?](#)
- [What is a good headset for Skype?](#)
- [Are Bluetooth headsets safe?](#)
- [Jabra response to COVID-19](#)

## How to Buy

- [Headset Buying Guide](#)
- [Authorized Consumer Resellers](#)
- [Authorized Business Resellers](#)
- [Authorized Distributors](#)
- [Deals](#)



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- [Amazon Affiliate Disclosure](#)

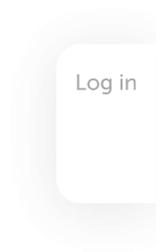
## Get in touch

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**GN** 180th Anniversary  
**FOR 150 YEARS**

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