

Sangoma Technologies

Refund Policy

1. Overview

- a. Default Refund Policy The products and services provided by Sangoma Technologies (Sangoma) are non refundable except as specified in section 3 below. Any refunds or credits issued for reasons other than those specified below will be at the sole discretion of Sangoma.

2. Method of Refund

- a. Any refunds will be made using the same payment method used to fund the account. If a credit card was used to make the payment we will refund it to the card used to make the purchase. In the event that the card has been canceled, or is otherwise unable to accept the refund, a check will be mailed from our corporate headquarters.

3. Exceptions and Remedies

- a. If at any time you are unsatisfied with any product or service purchased from Sangoma we request that you contact us immediately so we can properly address the issue. We are confident in our products and will take any reasonable measure to ensure you are satisfied with our products and services. If the issue is determined to be at the fault of Sangoma we may choose to issue a refund for all or part of the purchase price of the product or service, at our discretion. If the issue is regarding a physical product purchased from Sangoma the return of the product to Sangoma may be a requirement of the refund.
 - i. Products Covered by Separate Warranty
 1. The default remedy for defective products covered by a warranty separate from this agreement is an exchange of the product for the same or comparable product. If the product is considered a custom product (e.g. a device for which replacement parts may not normally be kept in inventory), or if the defect can confidently be limited to a specific component of the product, a replacement component may be shipped instead of the complete unit, at the sole discretion of Sangoma. In any case where a separate warranty agreement conflicts with the provisions of this agreement the warranty agreement supersedes the provisions herein.
 - ii. Products Covered by Separate Guarantee
 1. Some products may be covered by a guarantee separate from this agreement in which a limited time "Money Back" or similar promise is offered. In this case the guarantee agreement supersedes this agreement in all areas where conflicting terms are present.
 - iii. Services covered by a Service Level Agreement
 1. In the case that a service contract containing a Service Level Agreement (SLA) is in place that specifies terms in conflict with

this agreement the terms of the service contract and those of the SLA supersede those of this agreement.

iv. Conflicting Laws

1. Some state and/or local laws may provide consumers with additional protections that conflict with this agreement. In the event that any provisions of this agreement are in conflict with state or local laws the pertaining laws will supersede the provisions of this agreement. The terms not deemed unenforceable will remain effective and only those portions that conflict will be considered effected.

4. Changes or Modifications

- a. This agreement can be modified at any time and updated at any time and will be available online at www.sangoma.com and www.freepbx.org. The modified terms will become effective immediately for any new or previously purchased products or services. Any service(s) billed on a recurring basis will be effected the date the next scheduled payment is due.
 - i. Option to Decline The customer is provided the option to decline the new terms of this agreement and as such must discontinue use of the product and/or service(s).