



## U.S. SERVICE CENTER:

Plantronics Service Center  
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Santa Cruz, CA 95060  
831-426-5868, xt.5560

Telephone: 800-544-4660  
Fax: 800-279-0162  
[www.plantronics.com](http://www.plantronics.com)

## CANADIAN SERVICE CENTER:

Normex Repair Center  
1455 Pitfield Boulevard  
St Laurent, Quebec  
H4S 1G3 Canada  
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Telephone: 800-540-8363  
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# WHAT IS FREEDOM? PLANTRONICS PREMIER SERVICE



# THE ADVANTAGE OF INNOVATION.

Plantronics: 40 years of quality hands-free communication. And the service to sustain it.

Plantronics has been the leading innovator in the development and design of headset technology for over four decades. In 1969, Plantronics headsets were used by NASA for the Apollo lunar landing. This innovation has continued through numerous industry "firsts" and on-going partnerships with the world's leading telecommunications companies. Plantronics is continuously leveraging this leadership to meet new market demands – evident in the development of hands-free solutions for PCs and mobile communications. With innovation like this and quality exemplified by ISO 9001 certification, it's no wonder that over 26 million Plantronics headsets have been sold worldwide. When companies and organizations are in need of the finest technology, they rely on Plantronics.



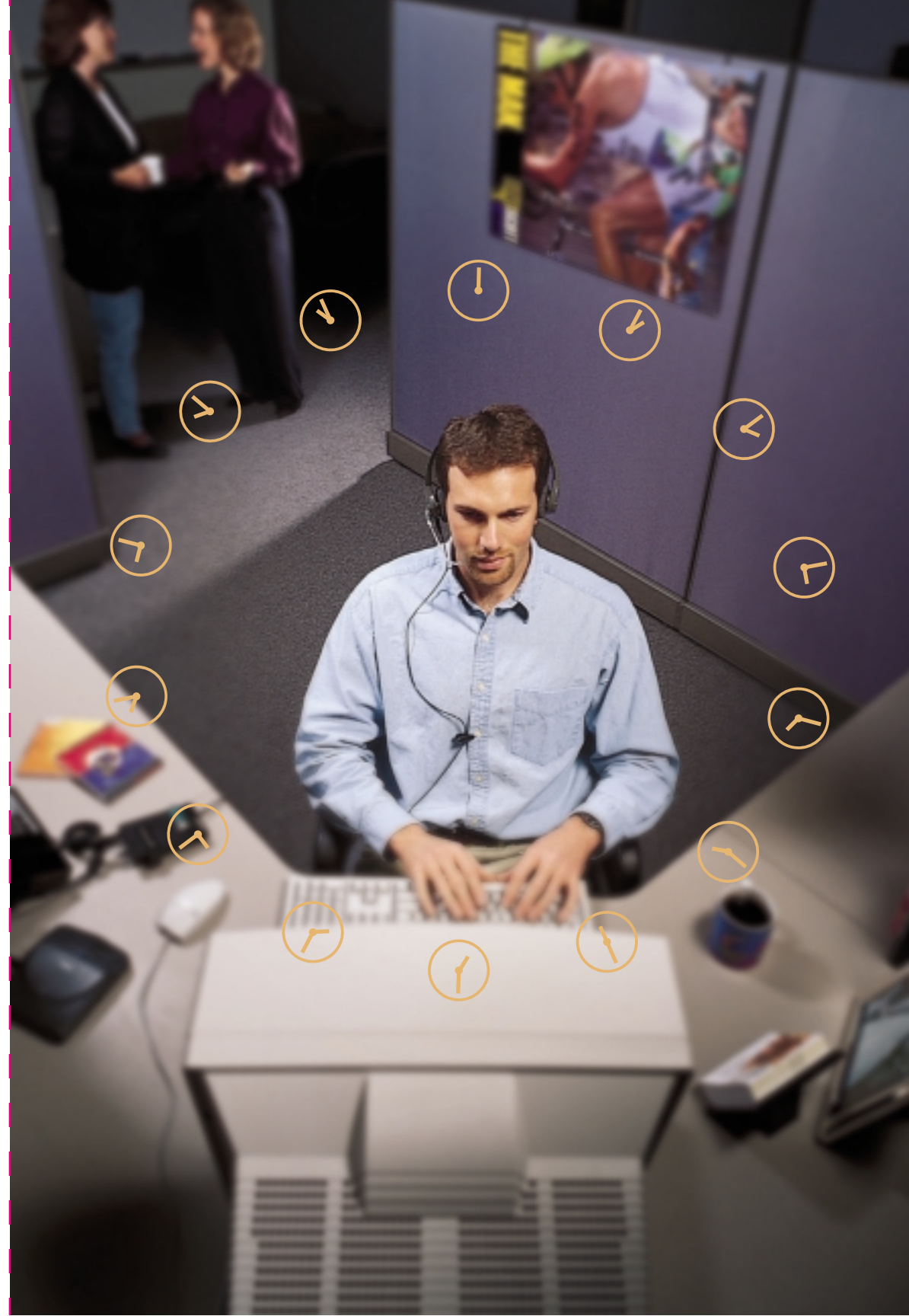


# THE ASSURANCE OF QUALITY.

Worry Free: the comfort of knowing you're covered by Plantronics unconditional warranty.

Every company defines "unconditional warranty" differently. At Plantronics, it means backing and service that is truly hassle-free. In short, if any product fails to perform to the highest standards, it will be replaced within 48 hours, at no additional cost. This includes a two-year unconditional warranty on most Call Center products, and a one-year unconditional warranty\* on CT901, CT10, CA/CS10, S10, T10, T20, MCD, Practica\*\* and CASD products. Plantronics replacement products are also guaranteed, unconditionally, for one full year. This is another important reason why when it comes to headsets, you will never have to worry about costly disruptions to your business again.

\* This warranty only applies to products purchased in the U.S. and Canada.  
\*\* The T50 only has a 90 day warranty.

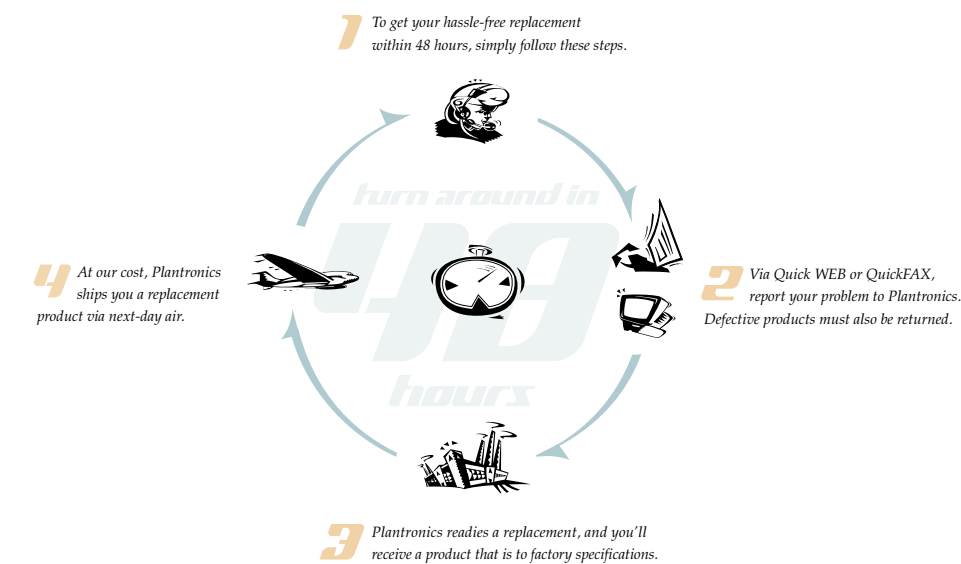


# AND THE SERVICE TO GUARANTEE IT.

Plantronics Replacements: freeing you from the threat of being obsolete.

At Plantronics you can rely on service that is as innovative as the technology. In addition to the assurance that your products are of the highest quality, our industry-leading replacement procedure has many benefits, including:

- fast turnaround to reduce costly downtime
- the convenience of using either notification method: QuickWEB or QuickFAX
- the assurance of quality products to factory specs
- products that include the latest technology upgrades since your purchase
- completely new voice tubes and ear cushions
- full one-year warranty on all replacement products
- completely free service – Plantronics pays the shipping to you



# QuickWEB QuickFAX

The fastest service options available.

Our QuickWEB is fast and easy to use. Simply log onto our website at <http://www.plantronics.com/quickwebservice/index.html>, and fill out the form. We'll next-day airship a replacement product to you at our cost. Our website is also a valuable resource for any information you need regarding products and our unconditional warranty. Plus you'll always have the option of speaking with a customer service representative by calling our toll-free number. Our Technical Assistance Center (TAC) offers live support weekdays, 12 hours per day, from 5:30 AM to 5:30 PM Pacific Standard Time. Our live support staff is multilingual, and as an added service our website offers translation services for international customers.

To utilize QuickFax simply call 1-800-279-0162 for instructions and to receive paperwork for this program.

The many benefits of Plantronics Premiere Service extends beyond our product line – they can actually have a significant impact on your company's bottom line and peace-of-mind. Plantronics Premiere Service Provides:

- Fast turnaround time so you carry less inventory
- Unconditional warranty to reduce your service expenditure
- Quality service support for hassle-free headsets

