

## **Sangoma Technologies Refund Policy**

1. Default Refund Policy
  - a. The products and services provided by Sangoma Technologies (Sangoma) are non-refundable. Any refunds or credits issued for reasons other than those specified below will be at the sole discretion of Sangoma.
  
2. Remedies for non-performing products
  - a. Default remedies for non-performing products start with Sangoma's Technical Support operations. If the customer deems the Sangoma product or service to non-perform as per documentation or written technical specifications at [wiki.sangoma.com](http://wiki.sangoma.com) for your product, the customer is invited to report the issue at <https://support.sangoma.com/>.
  - b. If the issue is related to defective hardware, a replacement product or part will be provided under the terms of the Hardware Warranty and RMA policy which can be found at <http://www.sangoma.com/legal/>.
  - c. If the issue is related to advertised functionality, software or firmware, or a bug, Sangoma will take best commercial efforts to repair or provide a work-around to solve the issue as per its Standard Technical Support Services Terms which can be found at <http://www.sangoma.com/legal/>.
  
3. Changes or Modifications
  - a. This agreement can be modified at any time and updated at any time and will be available online at <http://www.sangoma.com/legal/> . The modified terms will become effective immediately for any new or previously purchased products or services.