

Online Marketplace Warranty Limitations Policy

Grandstream Networks, Inc. (“Grandstream”) prohibits its certified partners from selling the Grandstream products identified below through online market-places including but not limited to sites operated by Amazon and its international affiliates, eBay, Walmart, Craigslist, Etsy, Souq, Mercado Libre, Alibaba, Yandex, OLX, skroutz.gr and other similar sites and properties (“Prohibited Channels”):

UCM series IP PBXs
GXW4XXX series analog gateways
HT8XX series of analog telephone adapters
GVC32xx series video conferencing system
GDS37xx series door system
GXV33xx series enterprise video phones
GXV34xx series enterprise video phones
WP8xx series enterprise WiFi phones
DP7xx series DECT cordless solutions
GXW450x series digital VoIP gateways
GRP26XX series IP phones
GHP6XX series Hotel IP Phones
GSC35XX series IP intercom and speakers
GWN76xx series wireless access points
GWN78XX series managed network switches
GWN771X series lite managed network switches
GWN7XXX series routers
GWN7052 and GWN7062 Wi-Fi Routers
GAC2570 audio conference phone

Please note that if you are an end user that has obtained your Grandstream products through Prohibited Channels, Grandstream may not honor the warranty or license for your products. End users interested in purchasing the above products from Grandstream’s authorized certified partners, please contact us via the following email address:

For Europe, Middle East and Africa, sales_europe@grandstream.com

For North America, sales_northamerica@grandstream.com

For Latin America, sales_latinamerica@grandstream.com

For Asia Pacific, sales_asia@grandstream.com

Policy last revised: May 16th, 2024