

## Listen Up Promotion Terms & Conditions

Plantronics Contact Center Customers (Plantronics Customers) located in the U.S. and Canada are eligible to participate in the Listen Up Promotion (Promotion). The Promotion begins March 22, 2010 and ends September 15, 2010 (Promotion Period). By participating in this Promotion, you accept and agree to be bound by these Terms and Conditions.

During the Promotion Period, free EncorePro headsets are available to Plantronics Customers who meet the following criteria:

### UPGRADE OPTION

Purchased a minimum of twelve (12) EncorePro headsets and a minimum of twelve (12) MX10, DA45, DA55, DA60, IP40, P10, M12LUCM, M22 or AP15 audio processors (Qualifying Audio Processors) in any combination on a single invoice from an authorized participating Plantronics reseller during the Promotion Period to receive an equal number of free EncorePro headsets to the number of EncorePro headsets purchased.

OR

### TRADE-UP OPTION

Purchased of a minimum of twelve (12) Qualifying Audio Processors on a single invoice from an authorized participating Plantronics reseller during the Promotion Period combined with sending\* to Plantronics a minimum of twelve (12) eligible non-Plantronics professional office telecommunications headsets, to receive an equal number of free EncorePro headsets.

\*You may be required to present a valid credit card to participate in the promotion. In the event the office telecommunications headsets are not received by Plantronics as required, **you will be charged or invoiced at the manufacturer's suggested retail price (MSRP) for each EncorePro headset received.** The MSRP for the EncorePro binaural headset is \$160.00 USD, and the MSRP for the EncorePro monaural headset is \$137.00 USD.

To order Plantronics products and participate in the Promotion, you must contact an authorized participating Plantronics reseller. Your purchase order must include full contact information of shipping address, phone number and e-mail address. Once your order is placed with an authorized participating Plantronics reseller referencing the Promotion and your eligibility for participation in the Promotion has

been confirmed by Plantronics, Plantronics will drop ship the purchased products and the free EncorePro headsets directly to the Plantronics Customer address on the purchase order.

If you have opted to send eligible non-Plantronics telecommunications headsets to Plantronics, once your eligibility has been confirmed you will receive an email from Plantronics with a Return Materials Authorization (RMA) number and instructions for shipping the eligible non-Plantronics headset to Plantronics. The e-mail will be sent to the contact information on the purchase order. You are responsible for shipping costs incurred when sending the non-Plantronics office telecommunications headsets to Plantronics. Plantronics must receive the non-Plantronics professional office telecommunications headsets within 30 days of the date of the RMA email. Please note that failure to return the non-Plantronics professional office telecommunications headsets as instructed in the RMA email may result in the Plantronics Customer being invoiced for the full MSRP price of the EncorePro headsets received.

You will be responsible for shipping fees incurred when Plantronics ships the new products to your location.

Pending availability, please allow for 48hrs from date of order approval for shipment of the purchased products and free EncorePro headsets.

Valid only for purchases of new EncorePro headsets or Qualifying Audio Processors shipped within Canada or the United States. Resale or refurbished products are not eligible.

Plantronics reserves the right to audit and verify purchase of the EncorePro headsets and Qualifying Audio Processors, including but not limited to requesting the original purchase receipt.

This Promotion can not be combined or cumulated with any other offers, promotions, discounts or campaigns on Plantronics products.

In the event the products purchased as required for participation in the Promotion are returned for any reason, an equal number of the previously received free EncorePro headsets must be returned to Plantronics.

Plantronics reserves the right to revise or cancel this Promotion for any reason without further notice. Plantronics is not responsible for lost or misdirected mail. If a participating Plantronics Customer cannot be contacted for any reason, such as inaccurate phone number and/or address, the participating company will be disqualified from receiving the free product.

Complimentary products are only available while supplies last. Plantronics reserves the right to either provide rain checks or substitute with a similar product. Plantronics also reserves the right to limit the number of free headsets an individual order may receive.

By participating in the Promotion, you accept and agree to be bound by the Promotion Terms and Conditions.

Any personally identifiable information collected by Plantronics will be subject to its Privacy Policy, which you access here:  
[http://www.plantronics.com/north\\_america/en\\_US/privacy/](http://www.plantronics.com/north_america/en_US/privacy/).

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