



Camera and Electronic Products for Integrators

Warranty Information

Hardware* Warranty - One year limited warranty on all parts. Vaddio warrants this product against defects in materials and workmanship for a period of one year from the day of purchase, to the original purchaser, if Vaddio receives notice of such defects during the warranty.

Vaddio, at its option, will repair or replace products that prove to be defective.

**Vaddio manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry standard practices.*

Exclusions - The above warranty shall not apply to defects resulting from: improper or inadequate maintenance by the customer, customers applied software or interfacing, unauthorized modifications or misuse, mishandling, operation outside the normal environmental specifications for the product, use of the incorrect power supply, or improper site operation and maintenance.

Vaddio Customer service – Vaddio will test, repair, or replace the product or products without charge if the unit is under warranty.

If the product is out of warranty, Vaddio will test then repair the product or products. The cost of parts and labor charge will be estimated by a technician and confirmed by the customer prior to repair.

All components must be returned for testing as a complete unit. Vaddio will not accept responsibility for shipment after it has left the premises.

Vaddio Technical support - Vaddio technicians will determine and discuss with the customer the criteria for repair costs and/or replacement. Vaddio Technical Support can be contacted through one of the following resources: e-mail support at support@vaddio.com or online at www.vaddio.com.

Return Material Authorization (RMA) number - Before returning a product for repair or replacement request an RMA from Vaddio's technical support. Provide the technician with a return phone number, e-mail address, shipping address, product serial numbers and original purchase order number. Describe the reason for repairs or returns as well as the date of purchase.

RMA's are valid for 30 days and will be issued to Vaddio dealers only. End users must return products through Vaddio dealers.

Include the assigned RMA number in all correspondence with Vaddio. Write the assigned RMA number clearly on the shipping label of the box when returning the product.

Voided warranty – The warranty does not apply if the original serial number has been removed or if the product has been disassembled or damaged through misuse, accident, modifications, use of incorrect power supply or unauthorized repair.

Shipping and handling - Vaddio will not pay for inbound shipping transportation or insurance charges or accept any responsibility for laws and ordinances from inbound transit.

Vaddio will pay for outbound shipping, transportation, and insurance charges for all items under warranty but will not assume responsibility for loss and/or damage by the outbound freight carrier.

If the return shipment appears damaged, retain the original boxes and packing material for inspection by the carrier. Contact your carrier immediately.

Products not under warranty - Payment arrangements are required before outbound shipment for all out of warranty products.



General RMA Terms and Procedures:

RMA's are valid for 30 days and will be issued to Vaddio dealers only. End users must return products through Vaddio dealers.

- Before a defective product can be authorized to send in for repair, it must first go through the troubleshooting process with a member of the Vaddio Technical Support team.
- Products authorized for repair must have a valid RMA (Return Material Authorization) number.
 - Vaddio Technical Support will issue the RMA number.
 - An RMA number is to be included in all correspondence with Vaddio.
 - The RMA number must appear clearly on the shipping label when the product is returned.
 - A packing slip must be included on the inside of the box with the RMA number listed.
- Products received at Vaddio that do not have a valid RMA number clearly marked on the outside of the shipping container *will be refused* and returned to sender.
- Boxes showing external damage *will be refused* regardless of the clearly marked RMA number and will remain the responsibility of the sender.

RMA Charges (Restocking) and Advanced Replacement:

A 15% or \$50.00 restocking fee (whichever is greater) will be charged for each returned item.

- No products can be returned for credit after 30 days from the initial shipment of the products.
- All qualified returns must be made in unopened, original packaging with all original materials.

Advanced Replacement will only be provided for up to 30 days after initial shipment of products.

- Customer must submit a non-revocable purchase order for Advance Replacement equipment at normal dealer pricing. Credit shall be issued upon complete product return (including all accessories) for dealers with Net 30 terms. For credit card accounts, charges will be assessed to the credit card for the replacement and credited back upon complete product return.
- Returns must be made in the original packaging with all original materials. No exceptions. Products with missing original materials will be returned and billed to the purchaser at full price.
- Equipment returned with "No Trouble Found" after advanced replacement will be assessed a full 15% or \$50.00 restocking fee (whichever is greater) for each item and may also be assessed for additional charges to compensate for wear, damages and reconditioning.
- All returns must be accompanied by RMA # as stated above.
- All Advanced Replacement products are sent via ground shipping. If the product is requested to be sent via priority shipping, the customer shall pay shipping costs.
- Initial shipments of equipment that are refused upon attempted delivery, for any reason, are subject to 15% or \$50.00 restocking fee (whichever is greater) for each item.
- Customer is responsible for all freight charges for equipment returned to Vaddio, including international shipping, taxes, and duties, insurance and all other associated logistic charges.

Warranty Repair Terms and Procedures:

Vaddio will repair any product free of charge, including parts and labor, within the terms outlined in the warranty agreement for that product.

- Customers must provide proof of the unit's purchase date.
- Product that is within the warranty period will be repaired under the non-warranty terms if:
 - The equipment has been damaged by negligence, accident, act of God, mishandling, or has not been operated in accordance with the procedures described in the operating and technical instructions; or,
 - The equipment has been altered or repaired by other than the Manufacturer or an authorized service representative of the Manufacturer; or,
 - Adaptations or accessories other than those manufactured or provided by the Manufacturer have been made or attached to the equipment which, in the determination of the Manufacturer, shall have affected the performance, safety or reliability of the equipment; or the equipment's original serial number has been modified or removed.
- Customer is responsible for shipping charges to send defective product under warranty to Vaddio. Vaddio will pay return shipping charges.
- Standard return shipping method for products under warranty is ground shipment. Extra charges associated with priority shipping, when requested, will be the responsibility of the customer.



Non-Warranty Repair Terms:

Vaddio will repair any non-obsolete product that does not meet the terms of the warranty. Non-warranty repair terms are as follows:

- The customer is responsible for, and agrees to pay, all parts and labor costs associated with the repair. Standard non-warranty repair charges are outlined below.
- Customers must provide payment method and one of the following, prior to receiving an RMA:
 - Hard copy of a PO, for dealers with Net 30 terms and in good standing with Vaddio.
 - Valid credit card number - Credit card will be charged upon shipping repaired product back to customer.
- Request for COD - Customers will be notified of COD charges prior to shipping repaired unit.
- Customer is responsible for all shipping charges both to and from Vaddio, and may use their own carrier.
- Customers will receive a courtesy call notifying them of total repair charges prior to return shipping.

Non-Warranty Repair Charges:

Total repair charges (per unit) for a non-warranty repair consist of the following:

- Cost of any replacement parts needed to repair the defect.
- Labor costs billed per hour after minimum charges/time.
- Labor charges include troubleshooting and repair time only.
- Burn-in time and final test time is not included in the labor charges.
- Labor time is rounded to the nearest quarter hour.
- Labor charges are billed at the prevailing rate for the category of equipment repaired, after minimum charges/time. For prevailing labor rates, please contact the appropriate technical support specialist.
- All shipping and handling costs are the responsibility of the customer for non-warranty repairs.

Minimum Labor Charges:

All non-warranty repairs are subject to a minimum evaluation/repair labor charge even if there is no problem found. Please contact Vaddio technical support for the current applicable rate.

Repair Charge Estimates:

Estimates on repair charges for a specific problem will not be given over the phone. Repair estimates, if requested, will be given after the repair department receives and evaluates the unit.

- Customers requesting an estimate on repair charges must do so up front when they call in for an RMA. The repair technician will call with the estimate after evaluating the unit and before proceeding with the repair.
- Any product evaluated for a repair estimate is still subject to the minimum labor charges even if the customer decides not to proceed with the repair.
- Vaddio does not guarantee estimates given on repair charges. Actual repair costs may exceed the estimate.
- Customer is responsible for actual repair charges, regardless of estimate.

Repair Policy Notes

Repair Duration:

Products are repaired on a first come first serve basis. Turn-a-round time of a particular repair is dependant upon circumstances such as product type, the nature of the problem and current repair volumes. Requests for expedited repair service will be considered on a case-by-case basis.

Repair Warranty:

Vaddio guarantees all of its repair work, whether performed on warranty or non-warranty items, for 90 days from the time the repaired product is shipped back to the customer. If the original problem described was not resolved or reoccurs within the 90-day period, Vaddio will repair the unit free of labor charges. However additional material charges may apply unless the parts used to affect the repair are again deemed defective.