



# WARRANTY & SERVICE POLICY

***This policy is superseded by any alternate terms agreed to in any separate written agreement.***

## **WARRANTY (begins from ship date)**

### **General Warranty Period:**

One year Parts and Labor

### **Monitors Only:**

3 months Parts and Labor

12 months Parts only

**These goods are warranted to be free of defects. Warranty will not be honored if product is modified/altered, damaged, misused, stored, or used outside of recommended conditions and or repaired without authorization or other cause(s) not within the control of Videology Imaging Solutions, Inc.**

## **SERVICE POLICY**

- All units require an approved RMA# prior to shipping to Videology (see policy below).
- Product returned with unconfirmed problem will be assessed an evaluation fee per unit.
- Estimate of repair cost requested by customer will be charged an evaluation fee per unit. If the repair is approved for work the fee is waived.
- Charge for Out of Warranty/Voided Warranty Products will be charged as follows: Cameras/Monitors: An estimated charge will be forwarded to the customer. Estimated charge may or may not include parts. Customer must approve repair estimate before repairs may proceed. If the estimate of repair will be exceeded, the customer will be notified by Videology and repair may be discontinued by customer. Unrepaired product will be returned unless specified by customer.
- Estimated time for repairs: 4 to 8 weeks.

## **EVALUATION RETURN POLICY**

- All evaluation units require an approved RMA# prior to shipping to Videology (see policy below).
- Evaluation units must be in original state and packaging or charges may be applicable – unit must include original Videology box, inside packaging material, cables, connectors, manuals, etc.

## **RETURN AUTHORIZATION (RMA) POLICY**

- All products must have an approved RMA # acquired from Videology prior to return.
- Any product returned without an approved RMA# will be refused at time of receipt.
- All products must be listed separately with complete serial number and specific description of problem on Videology RMA Request Form.  
Form is available on our website, [www.videologyinc.com](http://www.videologyinc.com), or contact your Customer Service Representative.
- Authorized RMA will be issued for *Exact Quantity* and *Item* listed.
- Processing Fee will be charged for any quantity/product added after issue of Authorized RMA. If an additional quantity/product is returned, we require a new form.
- Units must be in original state and packaging or charges may be applicable - unit must include original Videology box, inside packaging material, cables, connectors, manuals, etc.
- Shipping Charges:  
Customer is responsible for shipping to Videology. Videology is responsible for shipping to customer via UPS Ground ONLY for USA returns and TNT for Europe returns. If another method of shipment is requested charges will be paid by customer.
- Authorized RMA# and Videology model # must be referenced on all paperwork, correspondence, and shipping label.
- Please include a copy of the authorized RMA inside box.

### **Videology USA Returns Ship to:**

Videology Imaging Solutions, Inc.  
37M Lark Industrial Pkwy  
Greenville, RI 02828  
TELEPHONE: 401-949-5332

### **Videology Europe Returns Ship to:**

Videology Imaging Solutions, Europe B.V.  
Neutronenlaan 4  
5405 NH Uden, The Netherlands  
+31 (0) 413 25 62 61

## **Evaluation and Repair Fees**

### **Videology USA**

Evaluation Fee \$60.00 per unit  
Repair Labor Rate \$75.00 per hour (min \$40.00)

### **Videology Europe**

Evaluation Fee 50.00 Euro per unit  
Repair Labor Rate 60.00 Euro per hour (min 30.00 Euro)

ID: REF-03-026

Rev: H

ISSUE DATE: 09/21/2017