

RMA Policy

Warranty Coverage

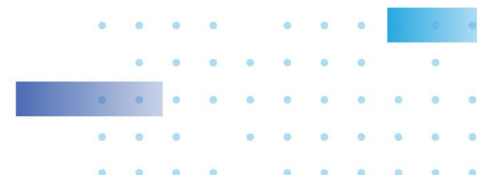
VIVOTEK provides the warranty (“Warranty”) to the customer (the distributor) for VIVOTEK products against defects in materials and workmanship under normal use for a period of THREE(3) or FIVE (5) YEARS* from the date of shipment from VIVOTEK (“Warranty Period). This Warranty is only applicable to VIVOTEK Products including VIVOTEK hardware and accessories (“VIVOTEK Product”) purchased from VIVOTEK authorized distributors.

Under this Warranty, the customer shall claim to VIVOTEK in accordance with VIVOTEK’s RMA handling when a defect arises. Within the Warranty period, VIVOTEK, at its sole discretion, will (1) repair VIVOTEK Product using new or refurbished parts, or (2) replace with VIVOTEK Product which is new or refurbished. The warranty period for VIVOTEK Product after repair or replacement will be either the remaining period of the original Warranty Period or NINETY (90) DAYS from shipment, whichever is longer. Parts or products replaced in the warranty service shall belong to VIVOTEK.

Exclusions and Limitations

VIVOTEK Product shall be in proper packing, shipping, warehousing, and normal use in accordance with VIVOTEK’s user manual. The Warranty does not apply to the defects caused by

(1) incorrect installation, improper maintenance, or faulty repair by any party without VIVOTEK authorization, (2) disassembly, modifications, or alterations of VIVOTEK Product by any party without VIVOTEK authorization, (3) use of VIVOTEK Product for purposes or environments not designed for, or (4) misuse, tamper, negligence, accidents or acts of God. The Warranty is also not applicable if the model or serial number of VIVOTEK Product has been defaced, altered, or removed.



The Warranty provided above is the only warranty applying to VIVOTEK Product and no other warranties shall apply. Except for the express warranty set forth above, VIVOTEK makes no representations, express or implied, either in fact or by operation of law, and VIVOTEK disclaims all other warranties, whether written, oral, express, implied, or statutory, including any warranty of title, merchantability, and fitness for a particular purpose, and any warranty as to the validity of any patents or the non-infringement of any intellectual property rights of third parties. Except the written warranty herein, VIVOTEK and its affiliates shall not be liable for any consequential, punitive, special, incidental, or indirect losses and costs including but not limited to loss of data, capital, profit, revenue or production, or cost of labor, facility, equipment substitution, or service. In any case, VIVOTEK' total liability for all claims under this Warranty shall not exceed the price paid for VIVOTEK Product.

General applicability

- This Warranty is governed by and construed in accordance with the substantive laws of Taiwan, R.O.C.
- This Warranty may be subject to change by VIVOTEK at any time without prior notice.

*NOTE: For different models of VIVOTEK Product, the warranty period shall be limited to the period stated in their respective technical datasheets or product pages.

