

Warranty 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 FIVE (5) YEARS from the date of shipment from VIVOTEK's warehouse ("Warranty Period"). This Warranty is only applicable to VOVKTEK products including VIVOTEK hardware and accessories* ("VIVOTEK Product") purchased from VIVOTEK authorized distributors.

Under this Warranty, the customer shall claim to VIVOTEK for warranty service in accordance with VIVOTEK's RMA handling when a defect arises. After receiving the returned defective product, VIVOTEK shall assess the feasibility for repairing, and quote according to the Repair Price Table. Within the Warranty Period if this Warranty applies, 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 without charge, otherwise the service for repair or replacement shall be charged. 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, whichever is longer. Parts or products replaced in the warranty service shall belong to VIVOTEK. Besides, we provide the following services.

DOA (Defect On Arrival) Service:

If defect arises within 120 days from the date of shipment from VIVOTEK's warehouse, VIVOTEK will provide (1) a new item of the same model or (2) a new item of a substitute model (if the same model is out of stock) as the replacement without charge if the Warranty applies.

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

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- (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 in environments not designed for,
- (4) misuse, tamper, negligence, accidents or acts of God,
- (5) components or parts burnt by inadequate power shock on the boards,
- (6) normal wear, scratch, material aging in normal use or through regular maintenance, or
- (7) inadequate wrapping or packing on the return shipping process.

The Warranty is also not applicable if the model or serial number of VIVOTEK Product has been defaced, altered or removed. Besides, the Warranty does not apply to VIVOTEK Product sold “as is”, and the fasteners and consumables (e.g. screws, stands, covers, moisture-proof packet, cables, adapters, packing materials) shipped with VIVOTEK Product. Furthermore, the Warranty is not applicable in situations conflicting with local import/export control, regulations, sanctions or embargoes.

Limited Liability

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’s 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.

-The warranty service for this Warranty is only available in the country where the VIVOTEK Product is sold

-This Warranty may be subject to change by VIVOTEK at any time without prior notice.

*The part of products and accessories may have different warranty periods. please refer to the following website link:

https://www.vivotek.com/resource/support/warranty_policy