

## Limited Warranties and Return Policy

Revolabs-branded hardware products purchased in the U.S. or Canada come with a 1-year limited warranty, depending on the product purchased.

### What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your — our end-user customer's — Revolabs-branded hardware products, including Revolabs-branded peripheral products.

### What is not covered by this limited warranty?

This limited warranty does not cover:

- Non-Revolabs branded products and accessories
- Problems that result from:

External causes such as accident, abuse, misuse, or problems with electrical power

Servicing not authorized by Revolabs

Usage that is not in accordance with product instructions

Failure to follow the product instructions or failure to perform preventive maintenance

Problems caused by using accessories, parts, or components not supplied by Revolabs


- Products with missing or altered Service Tags or serial numbers
- Products for which Revolabs has not received payment

### How long does this limited warranty last?

The limited warranty on all Revolabs-branded products begins on the date of the packing slip or invoice and ends 365 days later. The warranty period is not extended if we repair or replace a warranted product or any parts. Revolabs may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

### What do I do if I need warranty service?

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Revolabs Unit Serial number available.

Contact	Phone (U.S. Only)	Web
Web Support:		
<b>Individual Consumers:</b>		
Technical Support	1-800-326-1088	
Customer Service	1-800-326-1088	

## **What will Revolabs do?**

We will repair any Revolabs-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight collect.

If we determine that the problem is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

## **What if I purchased a service contract?**

If your service contract is with Revolabs, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service.

If you purchased through us a service contract with one of our third-party service providers, please refer to that contract for details on how to obtain service.

## **How will you fix my product?**

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Revolabs, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Revolabs owns all parts removed from repaired products.

## **May I transfer the limited warranty?**

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. You may record your transfer by going to Revolabs's Web site:

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