

Warranty Coverage Information

IPEVO products come with a one year parts and labor limited warranty from the date of purchase as described below. Note that shipping and handling fees are not covered by this warranty.

This warranty is valid only for the first consumer purchaser in the original country of purchase. IPEVO warrants the IPEVO-branded hardware product and accessories contained in the original packaging against defects in materials and workmanship for a period of 1 year. If a product proves to be defective in material or workmanship during the warranty period, IPEVO will, at its sole option, repair or replace the product with a similar product. Replacement Product or parts may include remanufactured or refurbished parts or components. The replacement unit will be covered by the balance of the time remaining on the customer's original limited warranty. IPEVO provides no warranty for the third-party software included with the product or installed by the customer.

What the Warranty Does Not Cover

IPEVO retains the right to refuse warranty repair or exchange for reasons such as but not limited to those listed below:

Any product on which the serial number has been defaced, modified or removed.

Damage, deterioration or malfunction resulting from:

- Accident, misuse, neglect, fire, water, lightning, or other acts of nature
- Unauthorized product modification, or failure to follow instructions supplied with the product, including use of the product with non authorized programs.
- Repair or attempted repair by anyone not authorized by IPEVO.
- Damage to or loss of any programs, data or removable storage media.
- Software or data loss occurring during repair or replacement.
- Any damage of the product due to shipment.
- Removal or installation of the product.
- Causes external to the product, such as electric power fluctuations or failure.
- Use of supplies or parts not meeting IPEVO's specifications.
- Normal wear and tear.
- Any other cause which does not relate to a product defect (unclear voice quality due to network and not hardware).

Obtaining Warranty Service

To obtain warranty service, please contact IPEVO customer service at cs@ipevo.com to request for a RMA Number, and then return the defective product to the shipping address specified by IPEVO.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.