

# Warranty

## **1 Year Limited Manufacturer Warranty -**

XO Vision warrants to the original retail purchaser of this product that should this product have any defect, under normal conditions, such defect(s) will be repaired or replaced with new or reconditioned product (at the Company's option) without charge for parts and repair labor.

If said product is out of stock, XO Vision has the option to replace it with a similar product or issue a refund at our discretion. This warranty only covers manufacturer defects and must be returned to company in original condition.

Proof of Purchase is required. This Warranty does not cover the costs incurred for installation, removal, product damages (i.e. discs, tapes, etc.) or reinstallation of the product.

This warranty is void if company deems the unit to have been damaged through modification, improper installation, negligence, misuse, or tampering with the Serial number and/or bar code of the unit. This warranty is a limited warranty for repair/replacement of product if it falls under the above conditions. XO Vision is never responsible for more than the purchase price of the product.

XO Vision encourages customers to contact the retailer first and only then contact XO Vision for warranty support.

Customer is responsible for shipping the product to us; we cover shipping back to the customer.

## Contact Us

For Technical Support, please email us:

[customerservice@xovision.com](mailto:customerservice@xovision.com)

Please make sure to include on your email the following:

- 1. model number
- 2. brief description of the problem
- 3. place & date of purchase

Please email us before calling as this information is essential to us in order for us to give you the service you deserve.

If you are interested in becoming an XO Vision Dealer or Distributor, please email us a copy of your Tax ID and Sales Permit along with a description of your business and territories covered to:

[Sales@XOVision.com](mailto:Sales@XOVision.com)

Corporate Headquarters: **1-888-XOV-1985**

Operating Hours: **10:00 Am to 5:00 Pm PST**

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.