

Service & Warranty

If you need assistance with this product, please visit our website at www.aziocorp.com for frequently asked questions and troubleshooting tips. Otherwise, please contact our dedicated customer care team. There are several ways to reach us:

North America

By Phone: (866) 468-1198
By eMail: support@aziocorp.com
On Live Help: <http://www.aziocorp.com>

International Support

By eMail: support@aziocorp.com

1 Year Limited Warranty

AZiO Corporation warrants only to the original purchaser of this product, when purchased from an AZiO-authorized reseller or distributor, that this product will be free from defects in material and workmanship under normal use and service for 1 year after purchase. AZiO reserves the right, before having any obligation under this warranty, to inspect the damaged AZiO product. Initial shipping costs of sending the AZiO product to the AZiO service center in Los Angeles, California, for inspection shall be borne solely by the purchaser. In order to keep this warranty in effect, the product must not have been mishandled or misused in any way.

This warranty does not cover any damage due to accidents, misuse, abuse or negligence. Please retain the dated sales receipt as evidence of the original purchaser & date of purchase. You will need it for any warranty service. In order to claim under this warranty, purchaser must make claim to AZiO and obtain an RMA # which is to be used within 15 days of issuance and must present acceptable proof of original ownership (such as original receipt) for the product. AZiO, at its option, shall repair or replace the defective unit covered by this warranty. This warranty is non-transferable and does not apply to any purchaser who bought the product from a reseller or distributor not authorized by AZiO, including but not limited to purchases from internet auction sites. This warranty does not affect any other legal rights you may have by operation of law. Contact AZiO through email, chat, or through one of the technical support numbers listed for warranty service procedures.

For Warranty Service

In the event that warranty repair or replacement is necessary, please provide proof of purchase (store receipt or invoice) in order to receive warranty service.

In North America: Within the first 60 days after purchase, please return your product to your dealer or reseller for a replacement. If the product is still within warranty and you can no longer return it to your dealer, please contact AZiO Customer Support (see above) for assistance and instructions. AZiO will not accept returns without prior approval and an RMA number.

In Europe: Within the first year after purchase, please return the product to your dealer or reseller for a replacement. If the product is still within warranty and you can no longer return it to your dealer, please contact AZiO Customer Support (see above) for assistance and instructions. AZiO will not accept returns without prior approval.

Outside North America and Europe: If your product needs to be returned within the warranty period, please do so through the retailer or distributor from whom you purchased the product.

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.